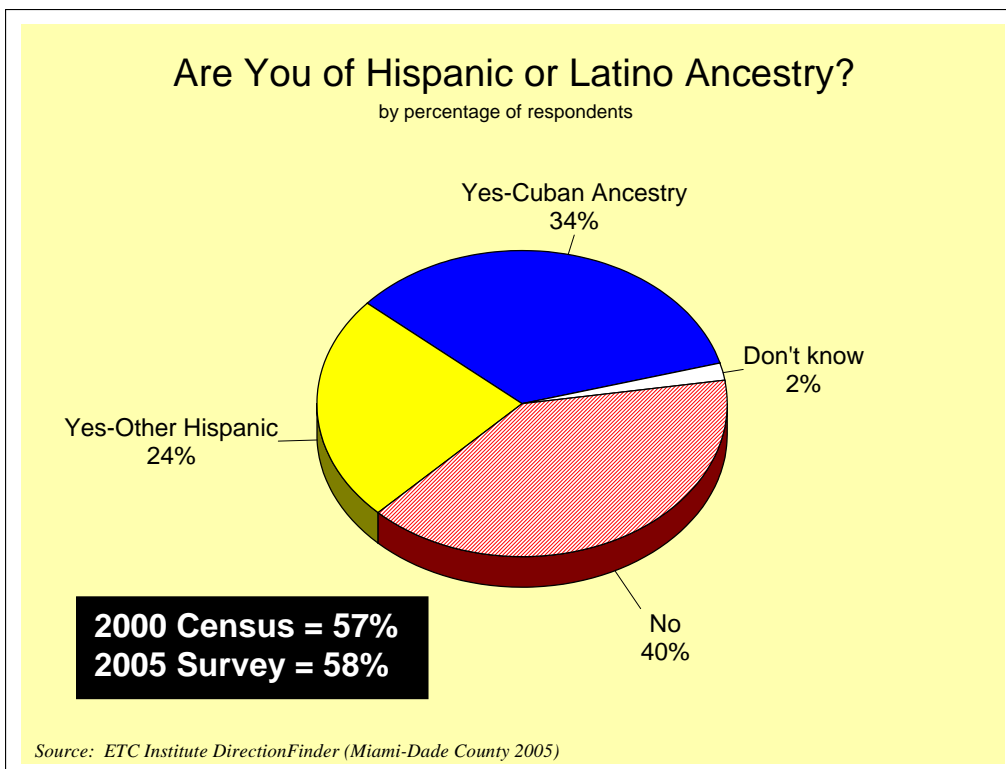
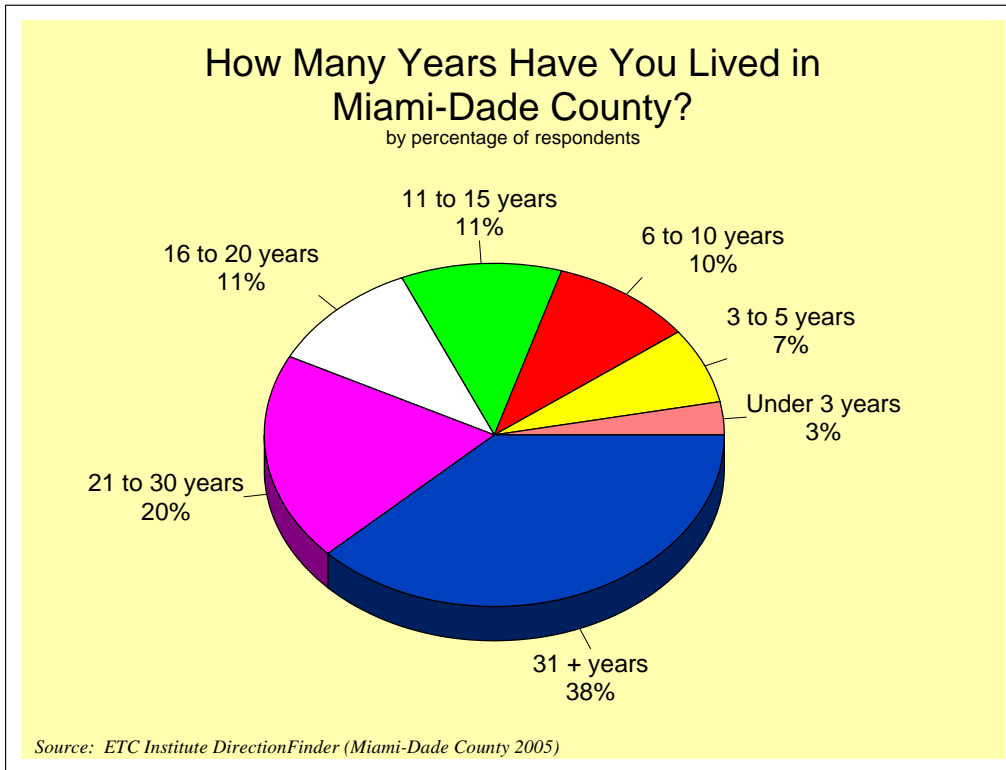


Section 2:
Charts and Graphs

Demographics

Number Completed by District

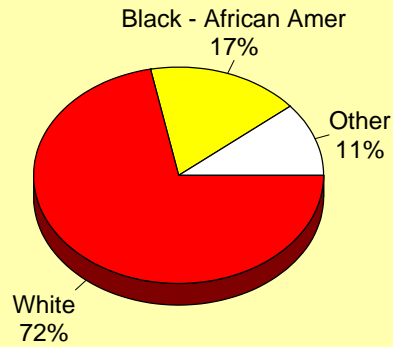
<u>District</u>	<u>Number</u>	<u>Percent</u>
1	216	6.9 %
2	214	6.8 %
3	216	6.9 %
4	265	8.4 %
5	217	6.9 %
6	236	7.5 %
7	305	9.7 %
8	299	9.5 %
9	236	7.5%
10	260	8.3 %
11	247	7.8%
12	223	7.1 %
<u>13</u>	<u>214</u>	<u>6.8 %</u>
Total	3148	100.0 %



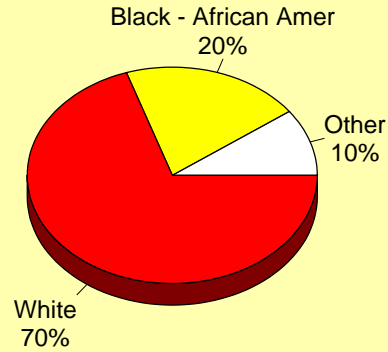
Respondents' Race/Ethnicity

by percentage of respondents

2005 Survey



2000 Census

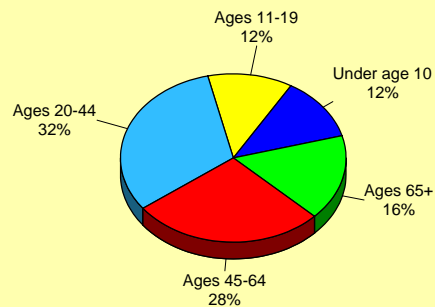


Source: ETC Institute DirectionFinder (Miami-Dade County 2005)

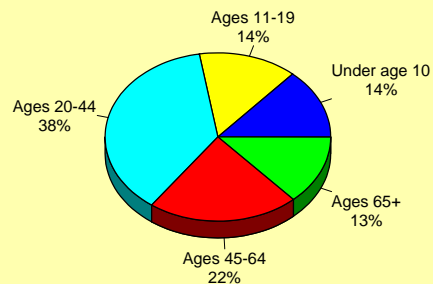
Ages of Household Occupants

by percentage of all persons in the households surveyed

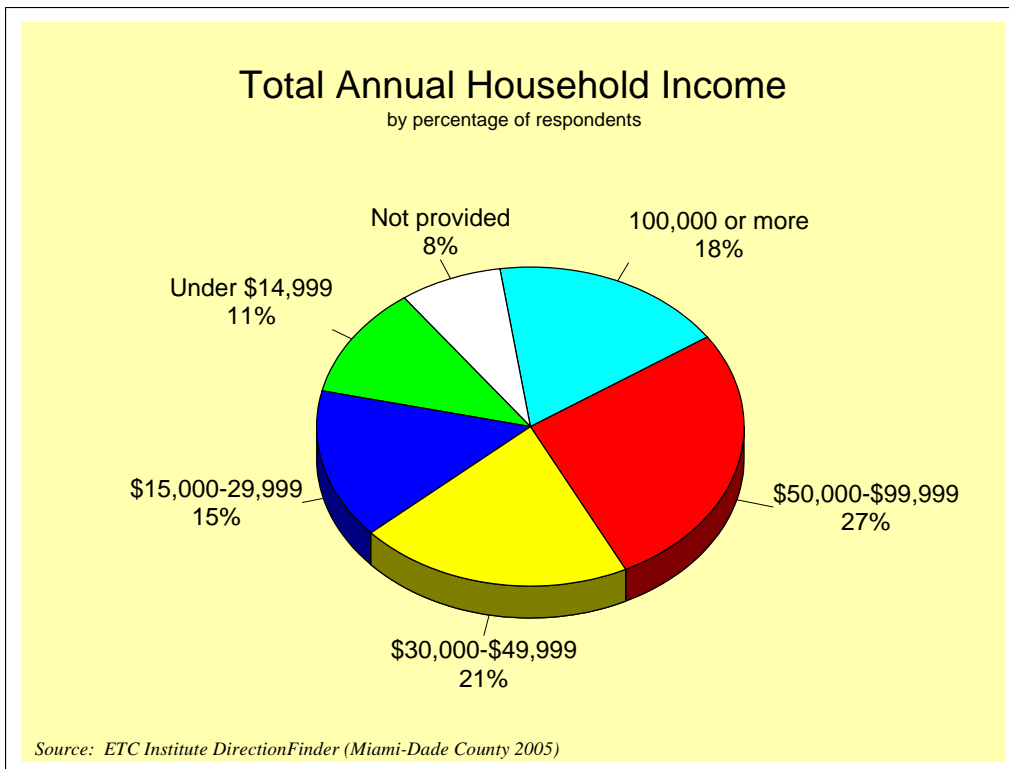
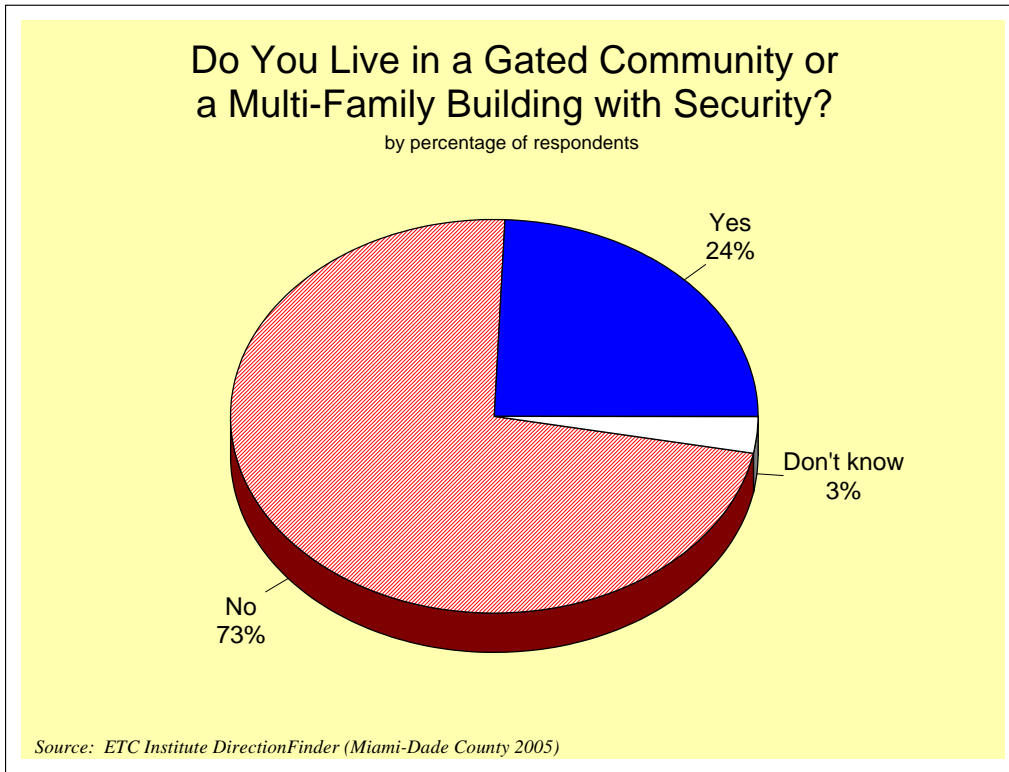
2005 Survey

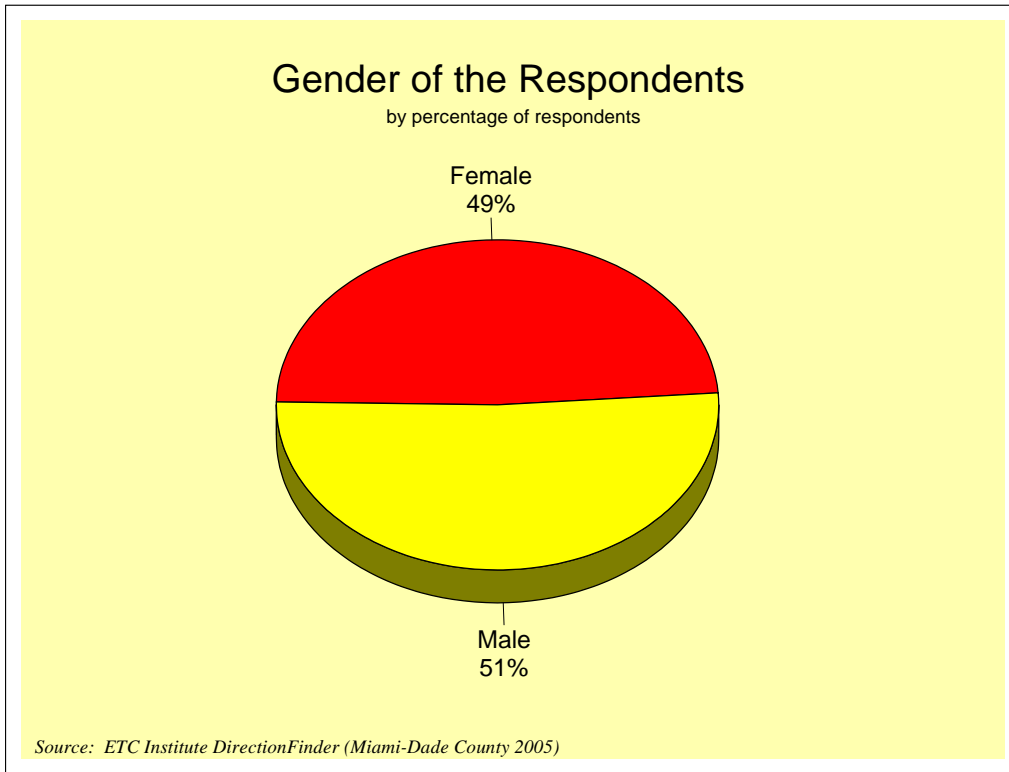


2000 Census

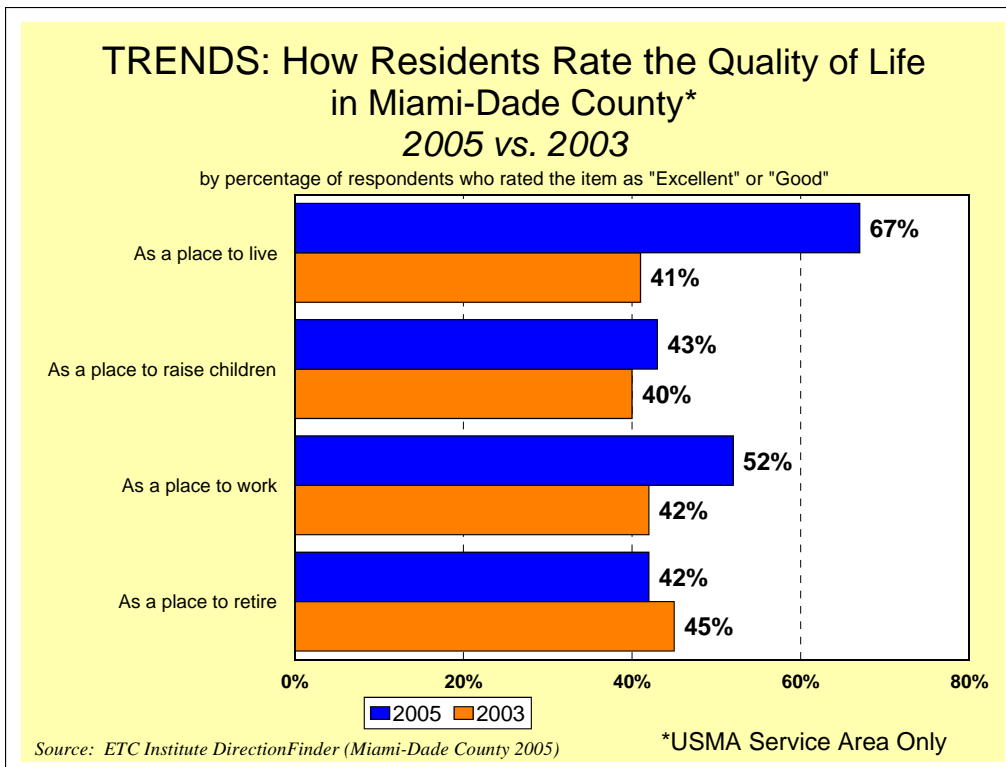
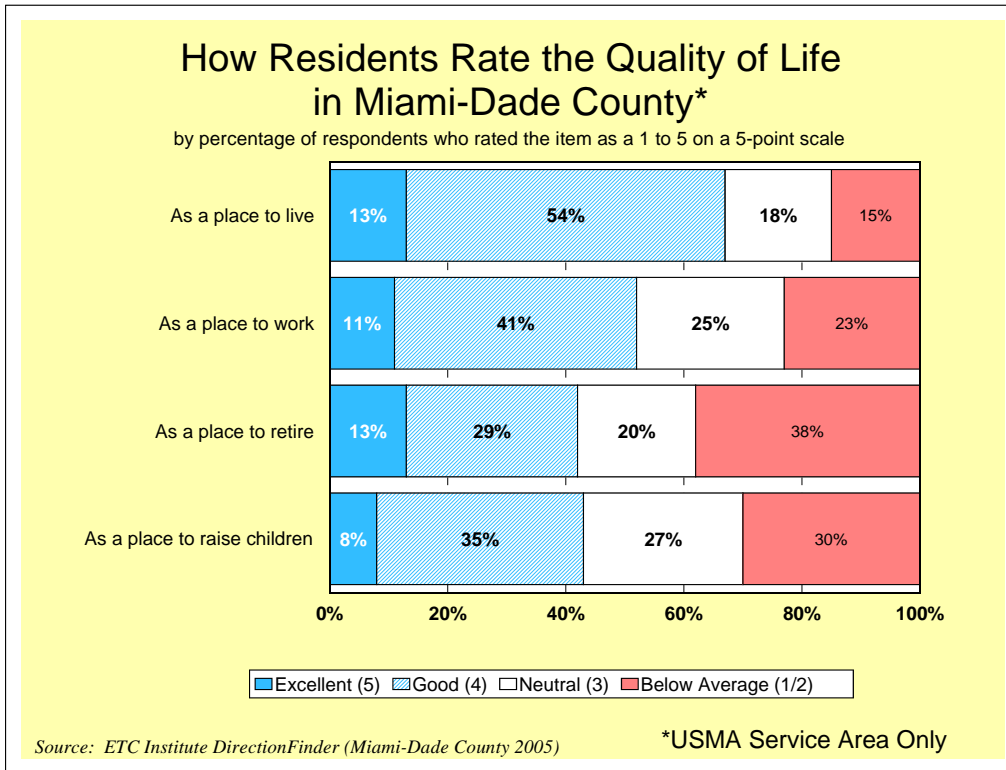


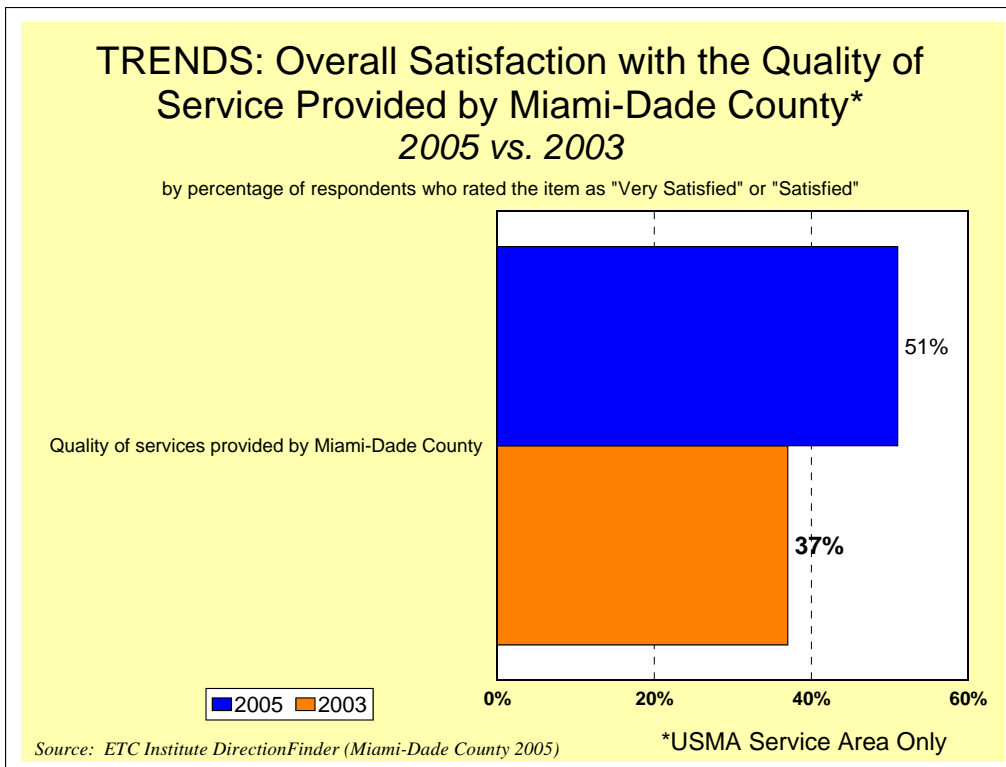
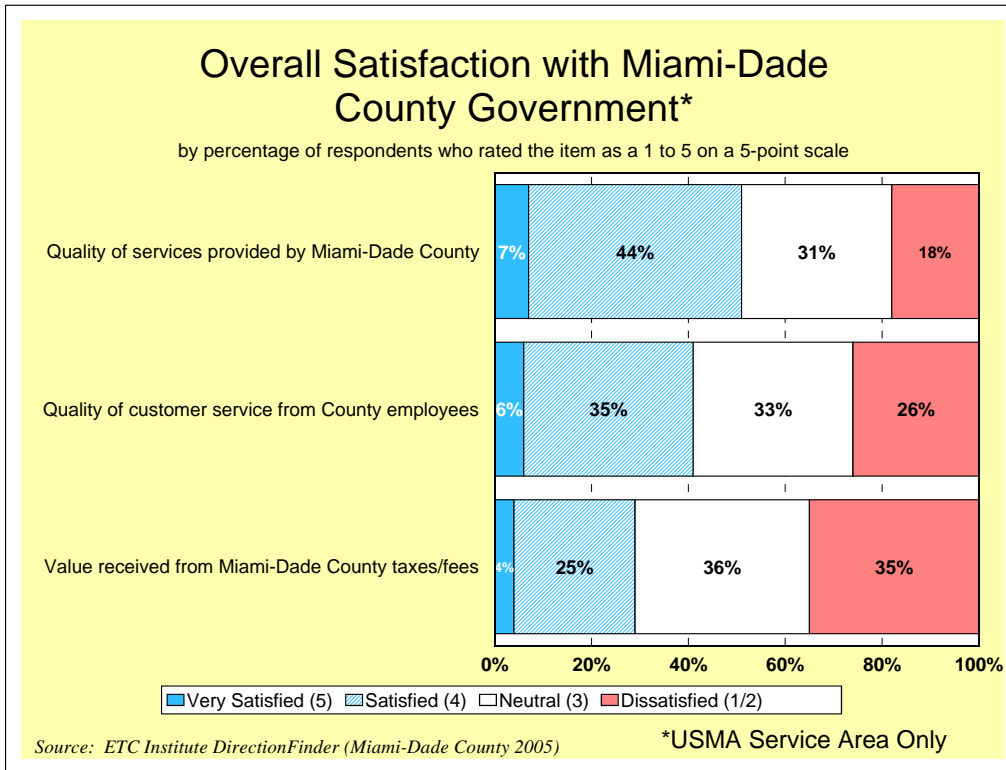
Source: ETC Institute DirectionFinder (Miami-Dade County 2005)

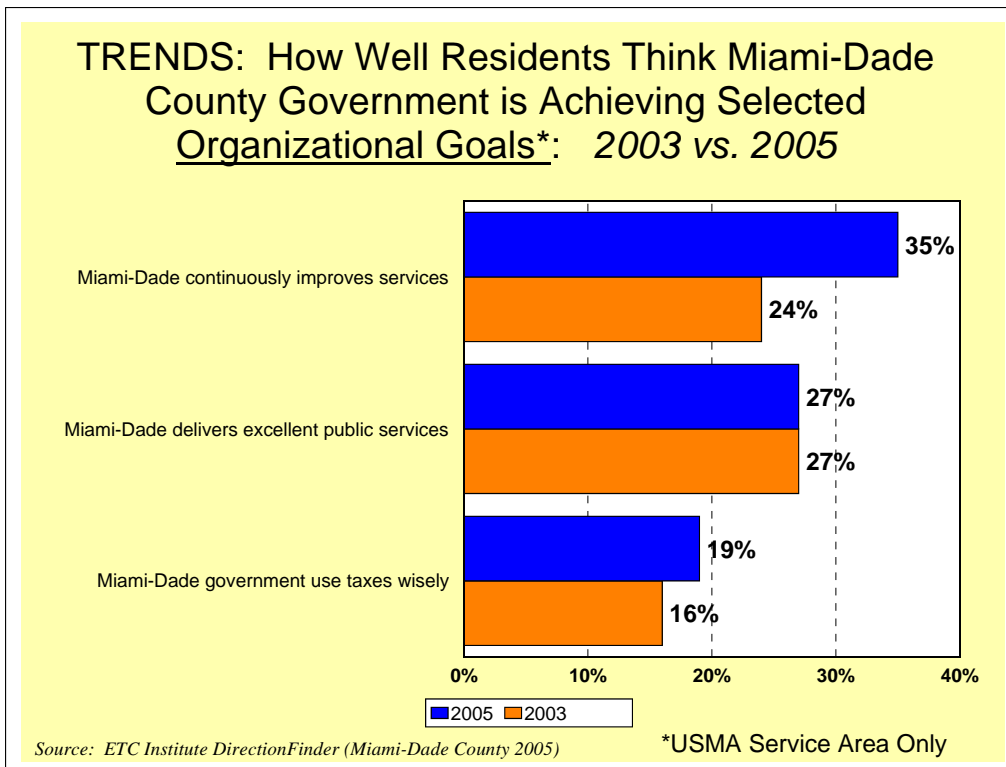
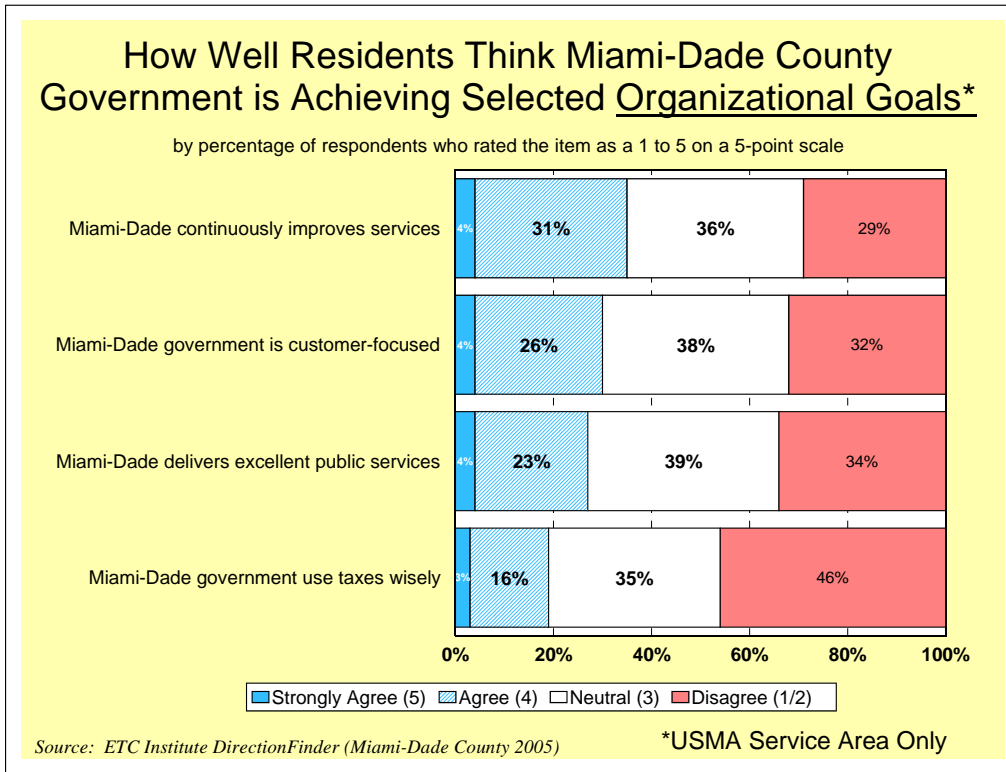




Overall Ratings

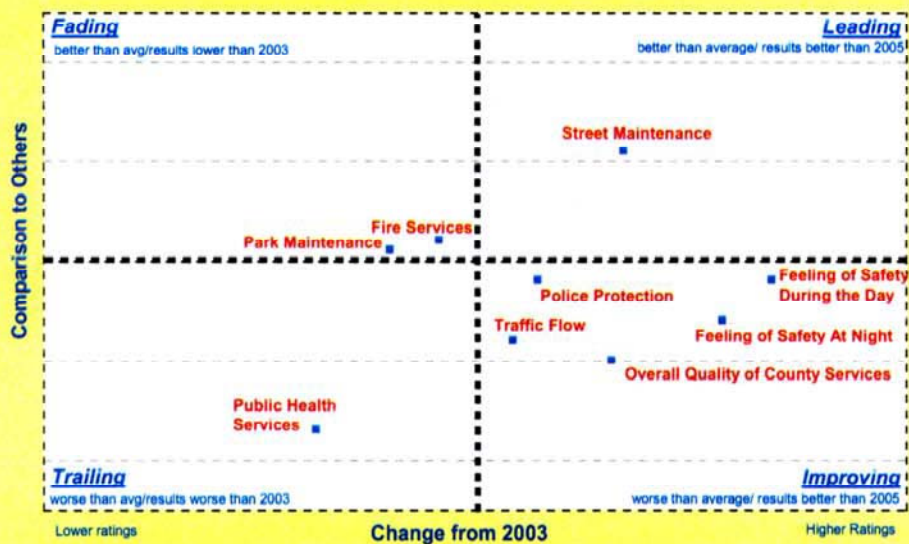


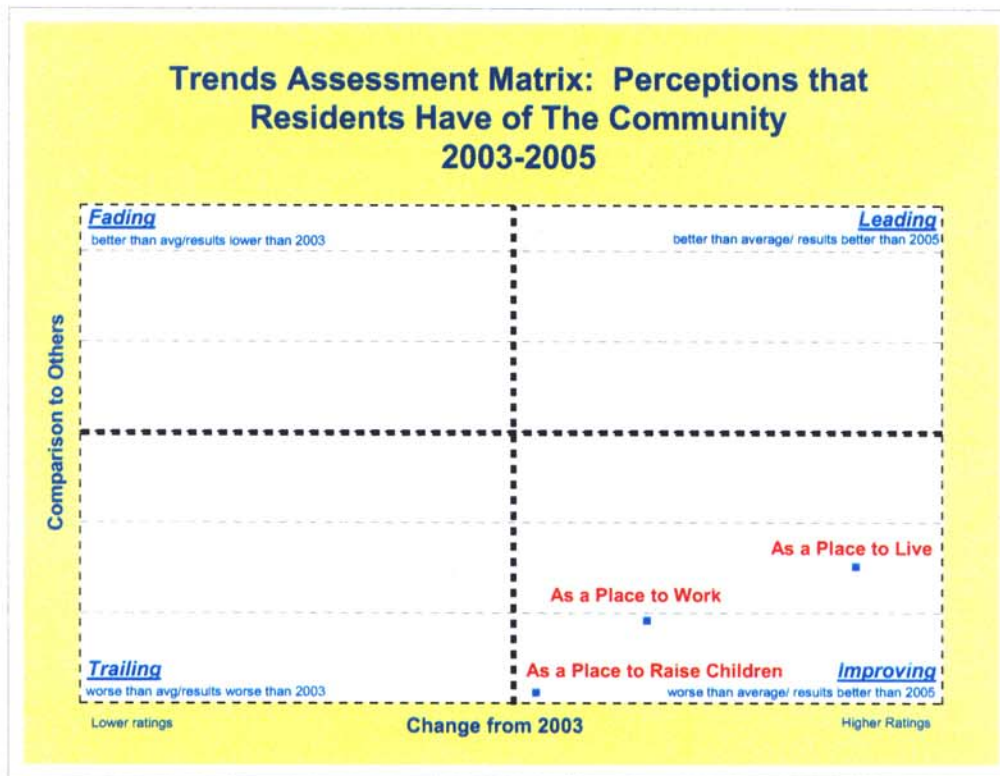


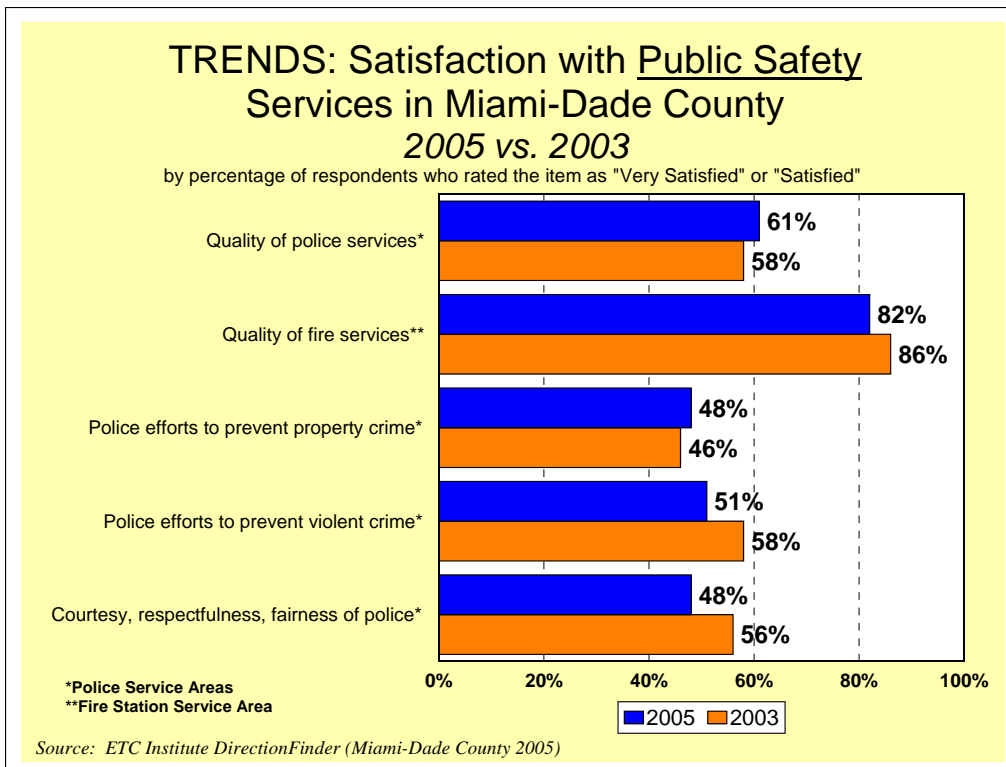
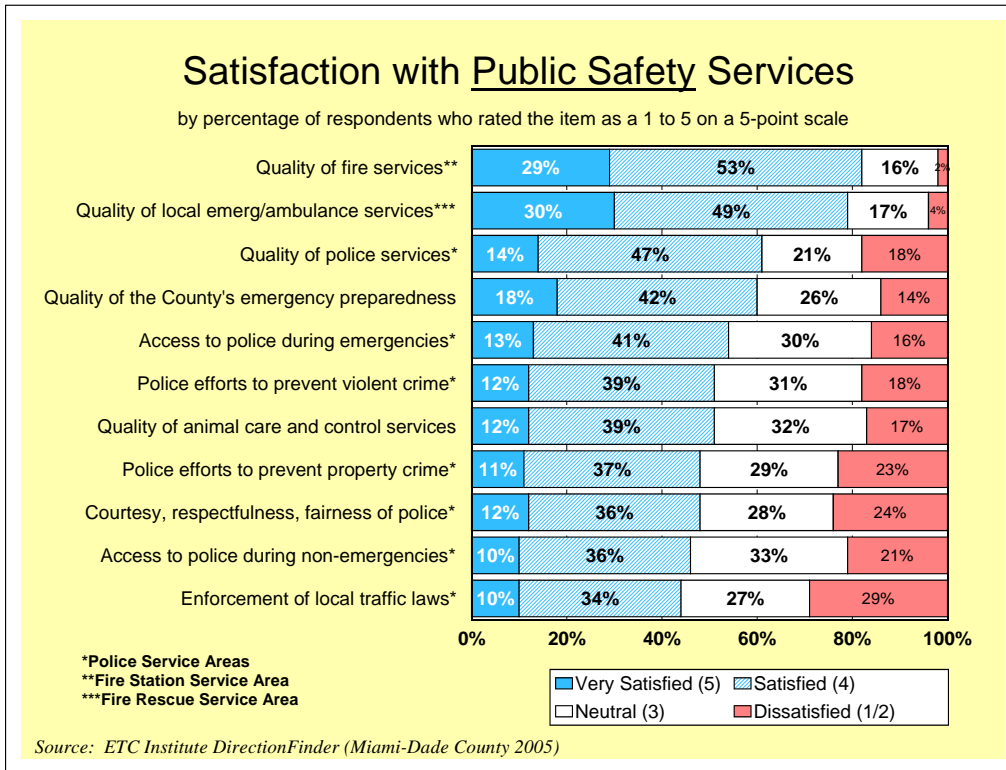


Trend Assessment Matrix

Trends Assessment Matrix 2003-2005

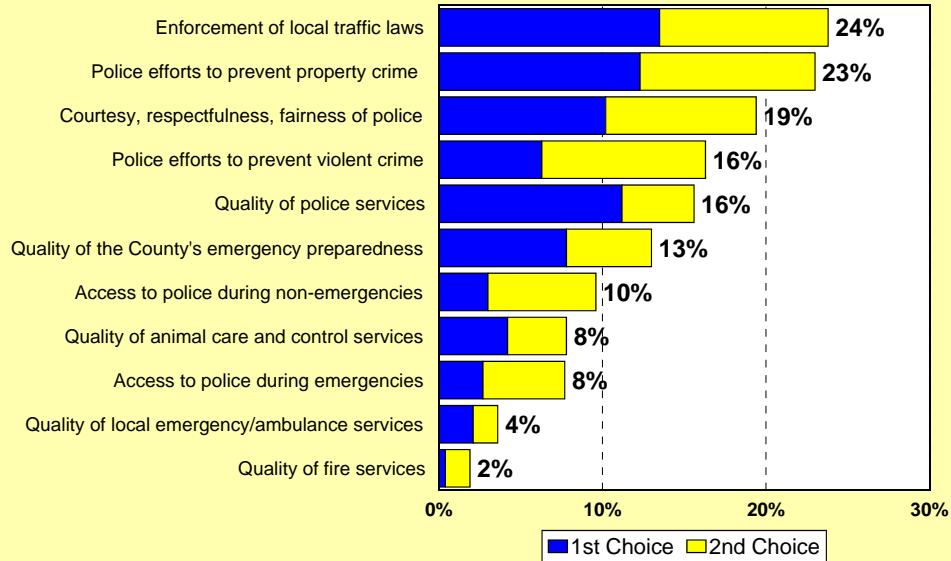






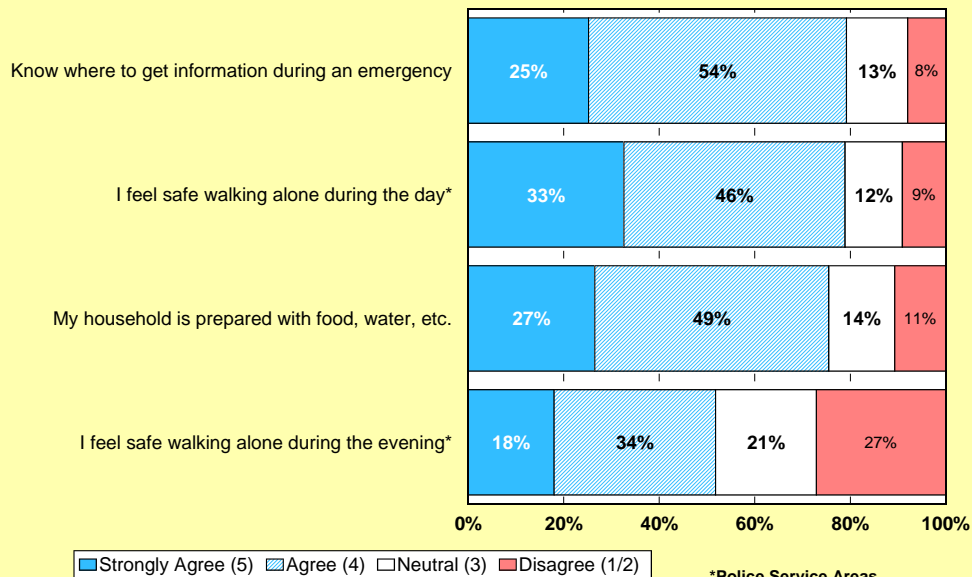
Public Safety Services That Residents Thought Miami-Dade County Should Improve Most

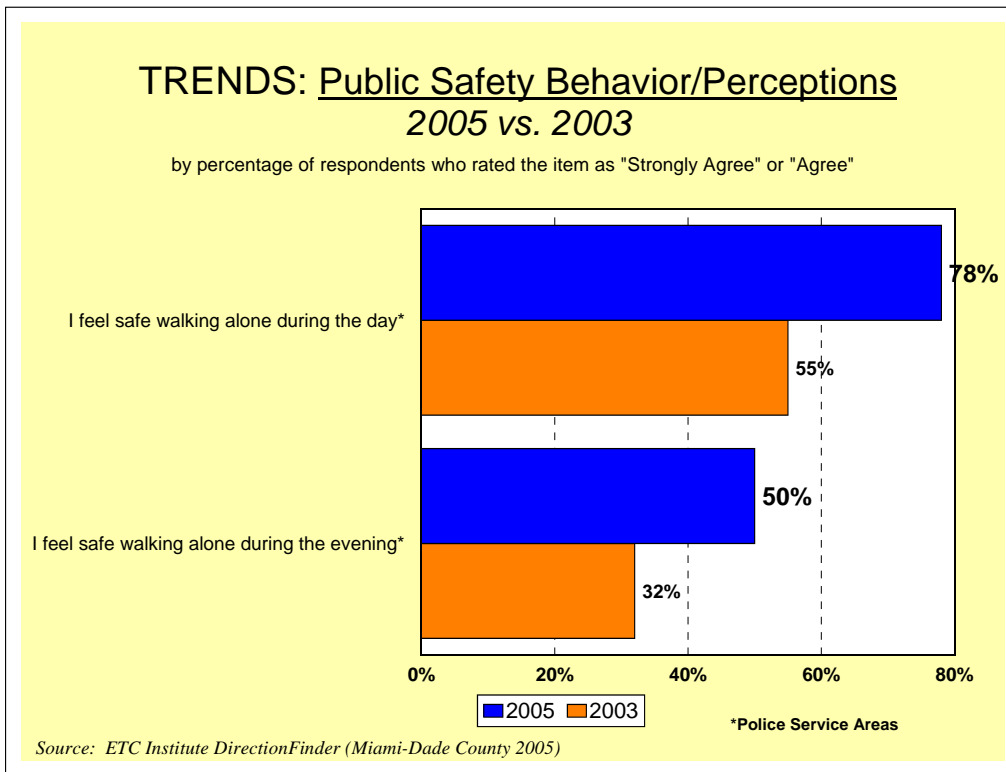
by percentage of respondents who selected the item as one of their top two choices



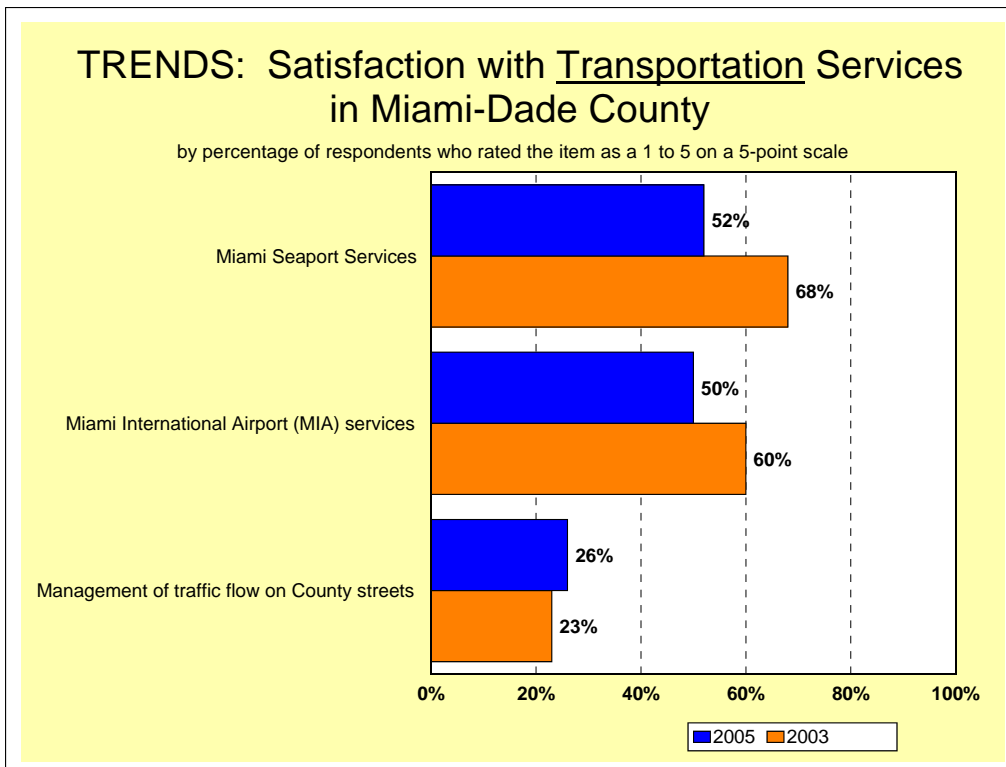
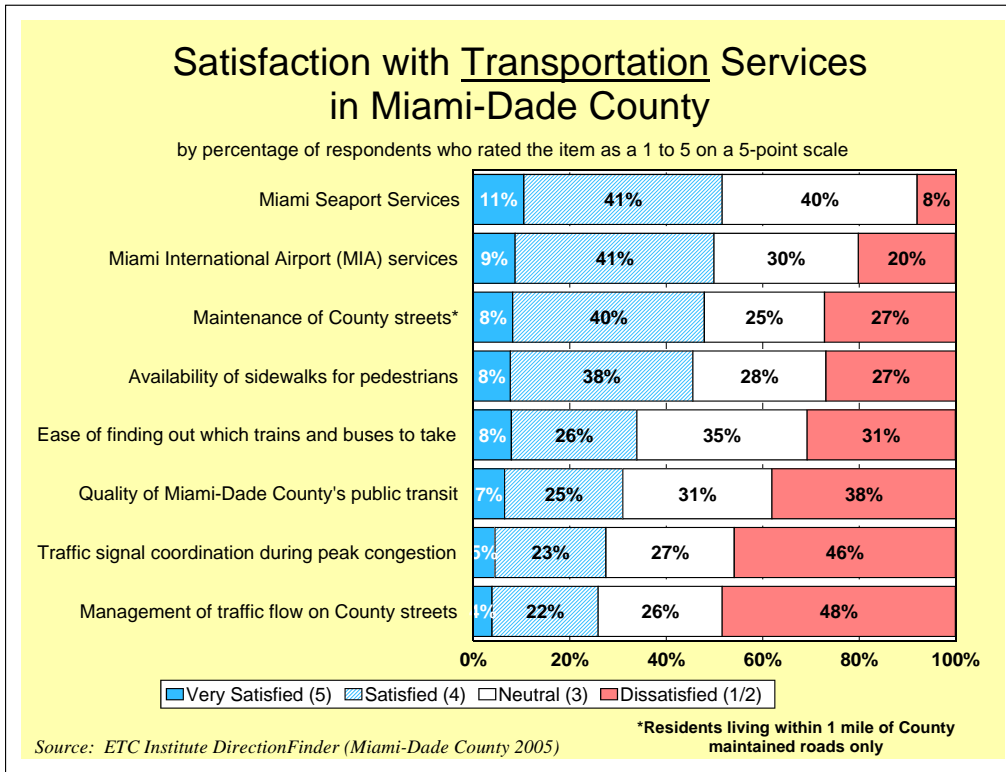
Agreement with Various Statements About Public Safety Behavior/Perceptions in Miami-Dade County

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale



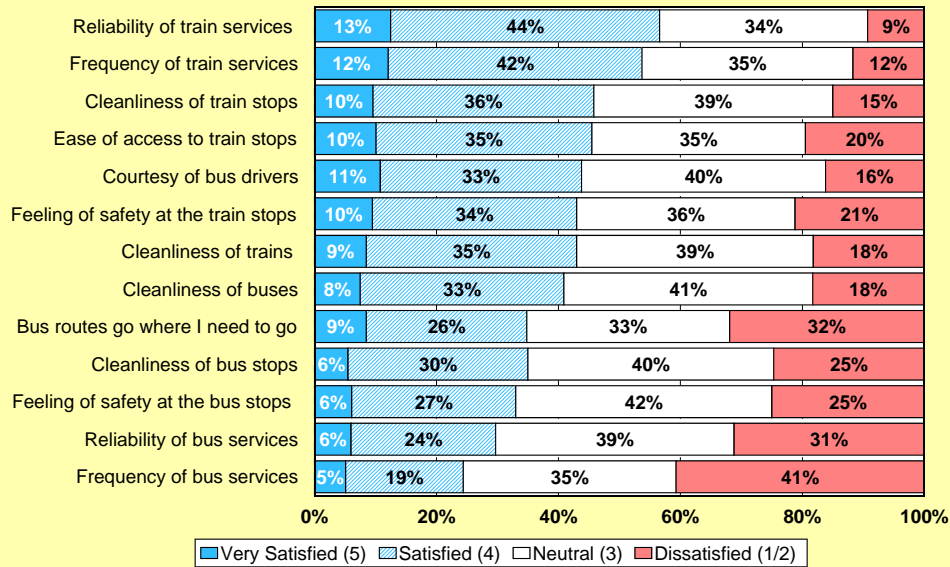


Transportation



Satisfaction with Various Aspects of Mass Transit Services in Miami-Dade County

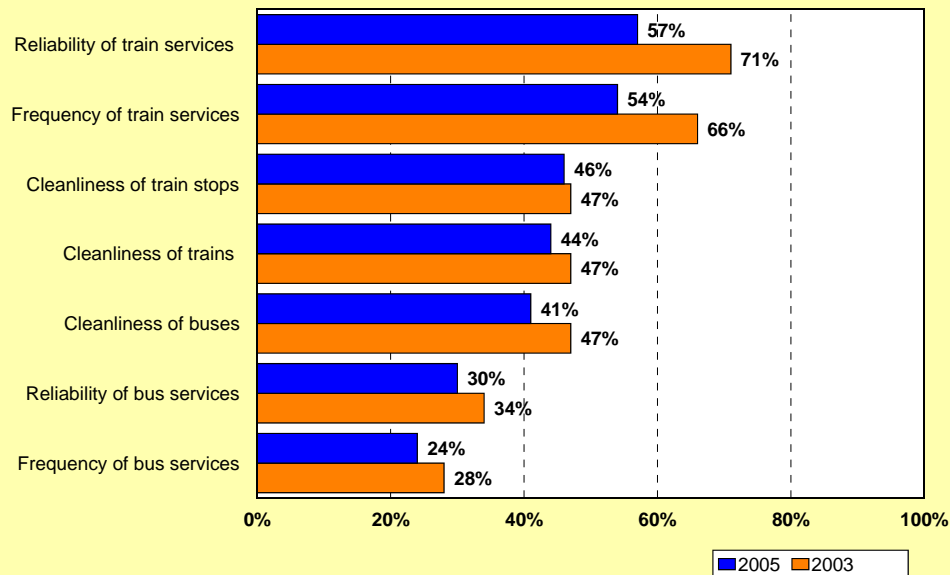
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale



Source: ETC Institute DirectionFinder (Miami-Dade County 2005)

TRENDS: Satisfaction with Various Aspects of Mass Transit Services in Miami-Dade County

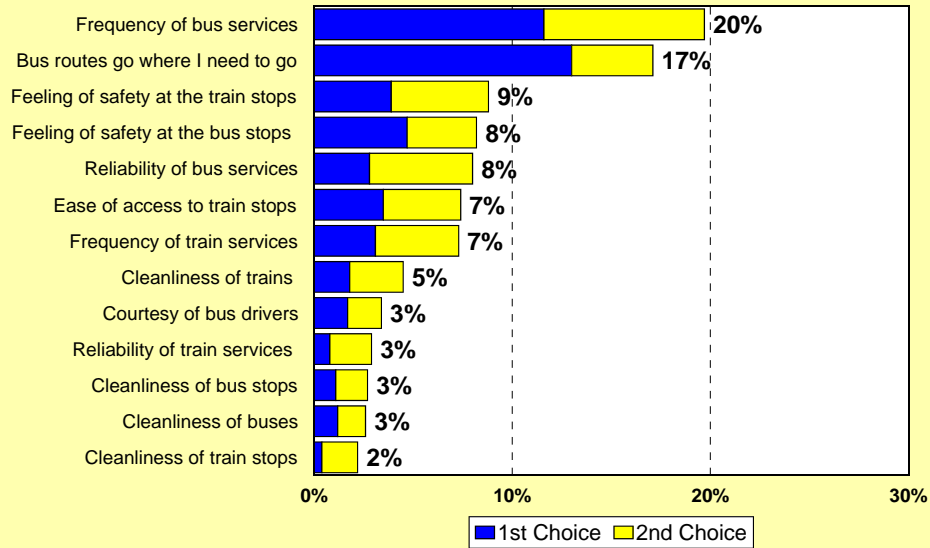
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale



Source: ETC Institute DirectionFinder (Miami-Dade County 2005)

Mass Transit Services that Residents Thought Miami-Dade County Needs to Improve Most

by percentage of respondents who selected the item as one of their top two choices

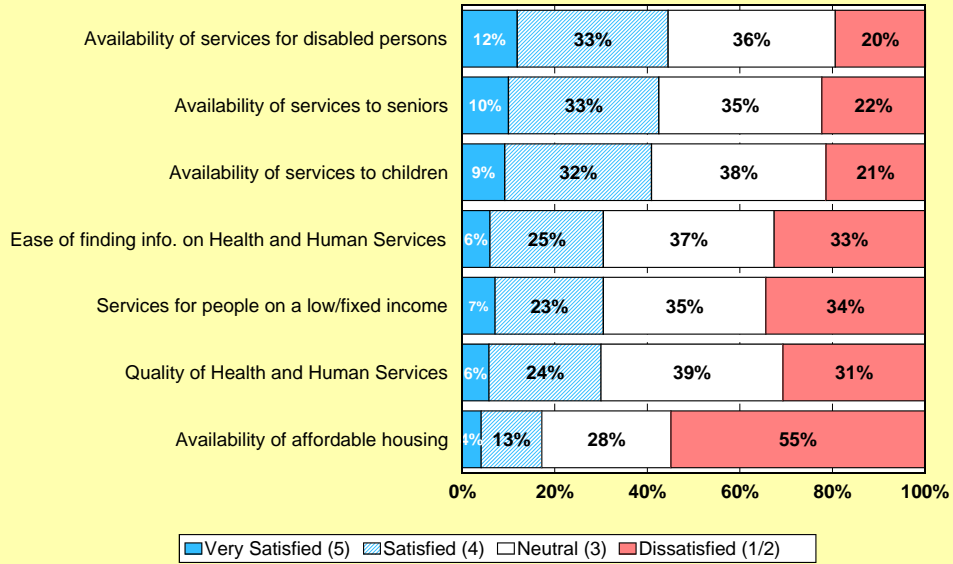


Source: ETC Institute DirectionFinder (Miami-Dade County 2005)

Health and Human Services

Satisfaction with Health and Human Services in Miami-Dade County

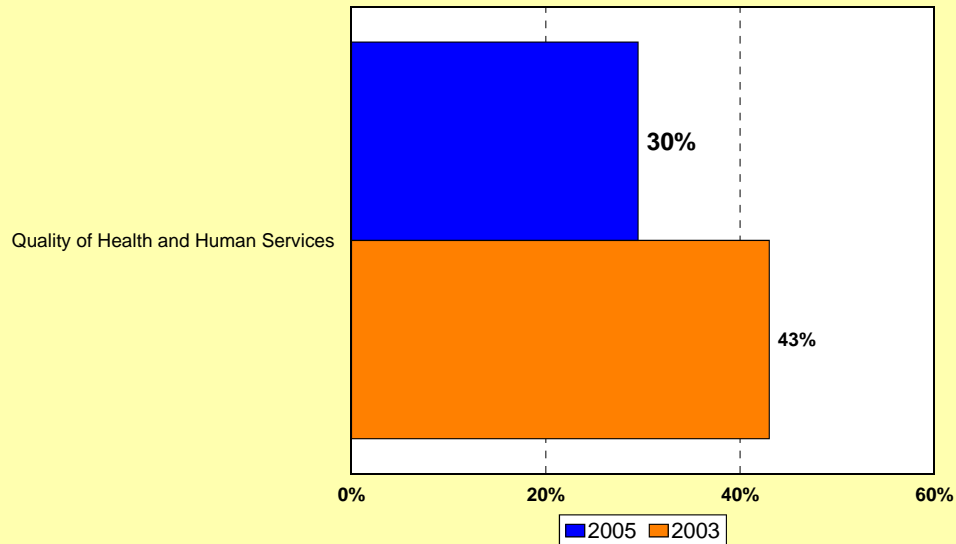
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale



Source: ETC Institute DirectionFinder (Miami-Dade County 2005)

Overall Satisfaction with Health and Human Services in Miami-Dade County 2005 vs. 2003

by percentage of respondents who rated the item as "Very Satisfied" or "Satisfied"

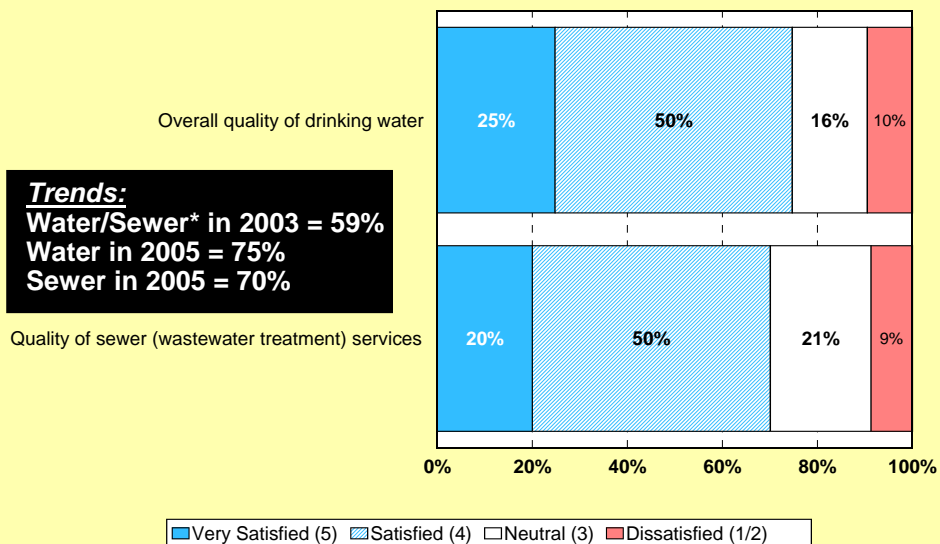


Source: ETC Institute DirectionFinder (Miami-Dade County 2005)

Water and Sewer Services

Overall Satisfaction with Various Water and Sewer Services Provided by Miami-Dade County

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale

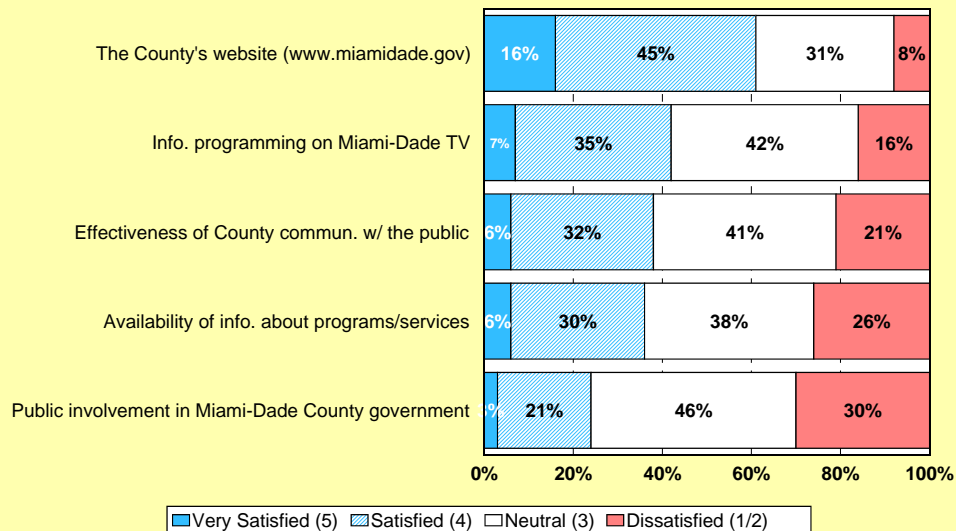


Source: ETC Institute DirectionFinder (Miami-Dade County 2005)

Communication

Satisfaction with Communication Services Provided by Miami-Dade County*

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale

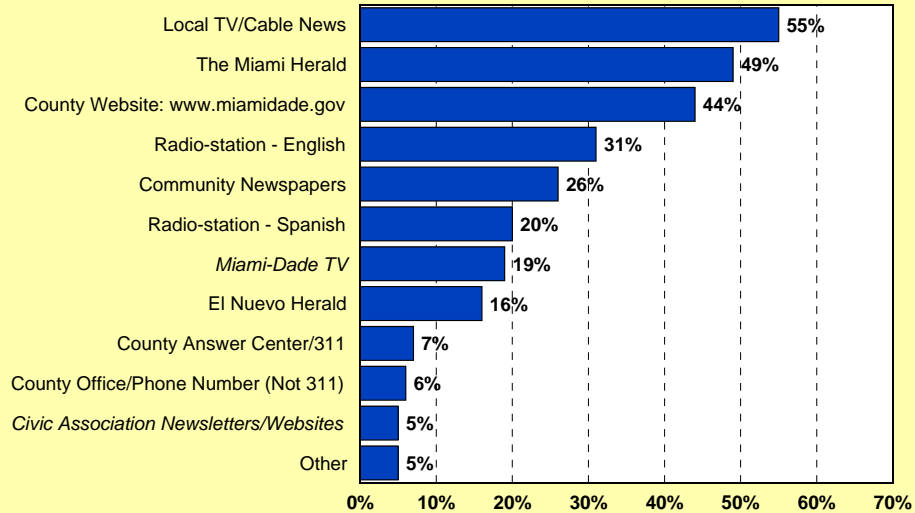


Source: ETC Institute DirectionFinder (Miami-Dade County 2005)

*USMA Service Area Only

Where Residents Obtain Information About County Government Issues, Services, and Events*

by percentage of respondents (multiple choices could be made)



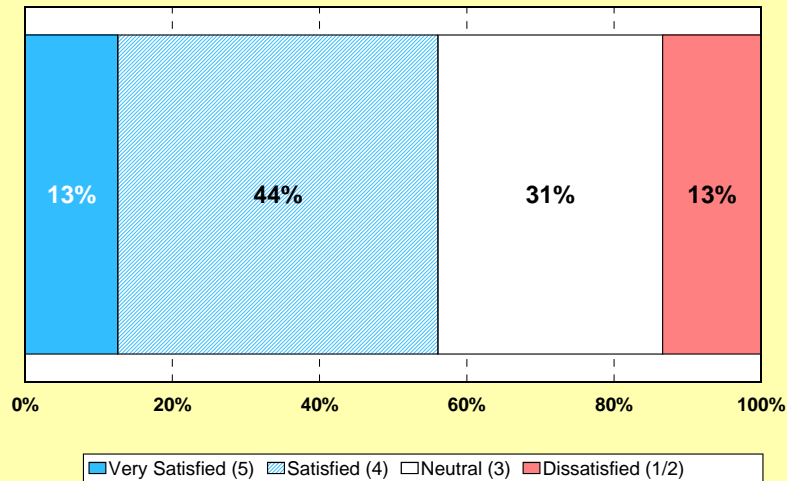
Source: ETC Institute DirectionFinder (Miami-Dade County 2005)

*USMA Service Area Only

Cultural, Park and Library Services

Overall Satisfaction with the Availability of Information Regarding Cultural, Park, & Library Programs/Services in Miami-Dade County

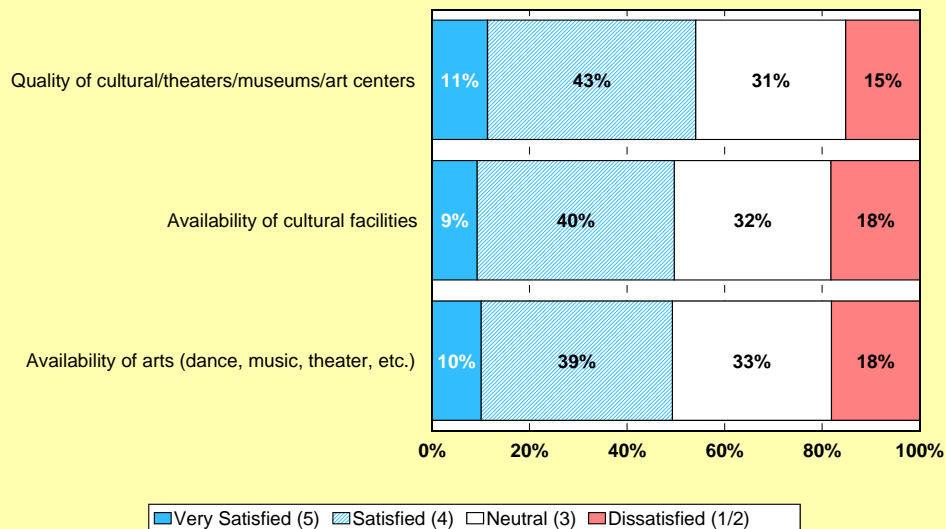
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale



Source: ETC Institute DirectionFinder (Miami-Dade County 2005)

Satisfaction with Cultural Facilities and Activities in Miami-Dade County

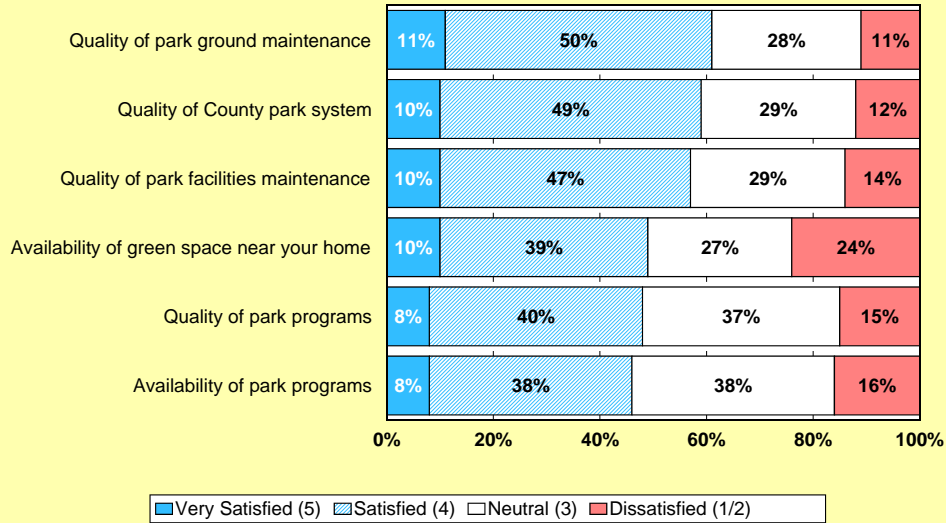
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale



Source: ETC Institute DirectionFinder (Miami-Dade County 2005)

Satisfaction with Parks and Park Programs in Miami-Dade County*

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale

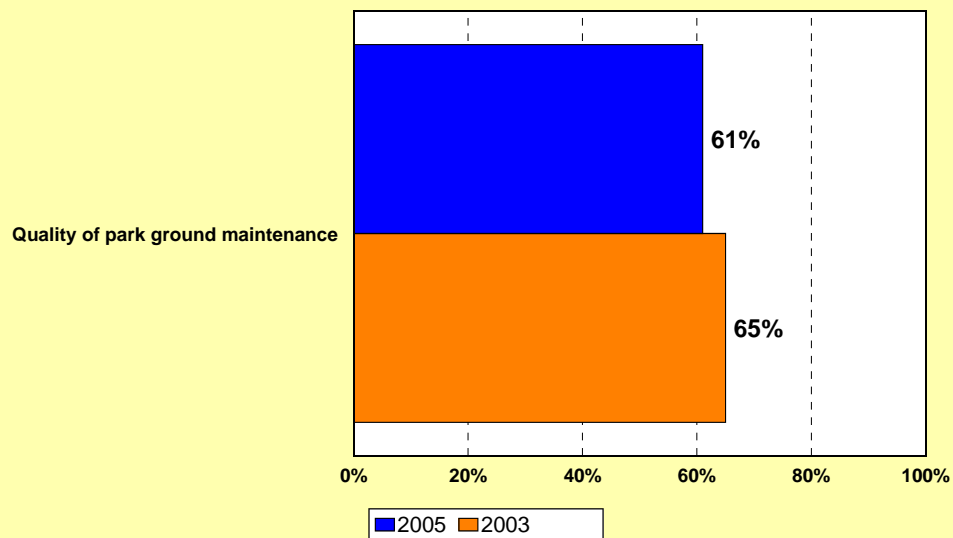


Source: ETC Institute DirectionFinder (Miami-Dade County 2005)

*USMA Service Area Only

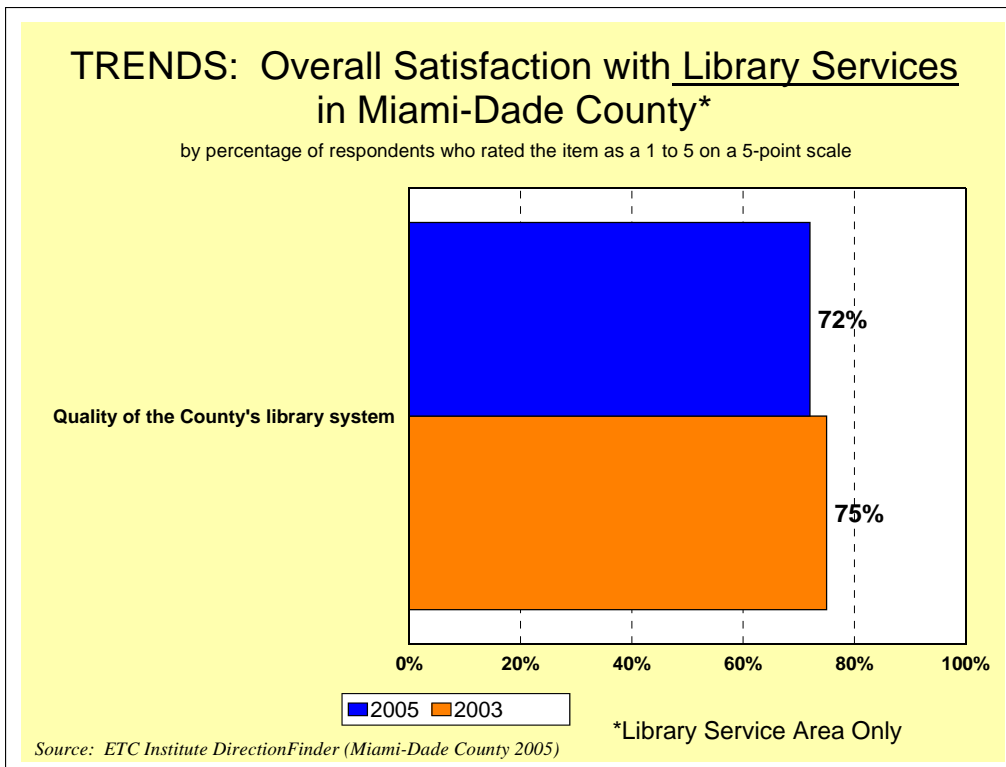
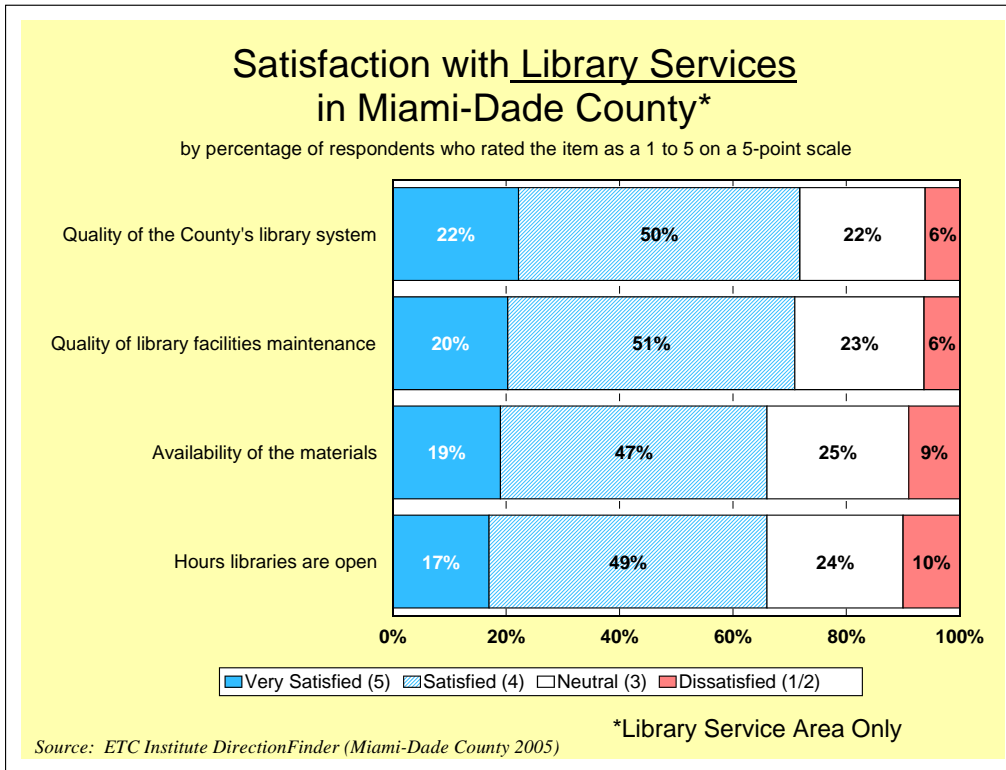
TRENDS: Satisfaction with Parkground Maintenance in Miami-Dade County*

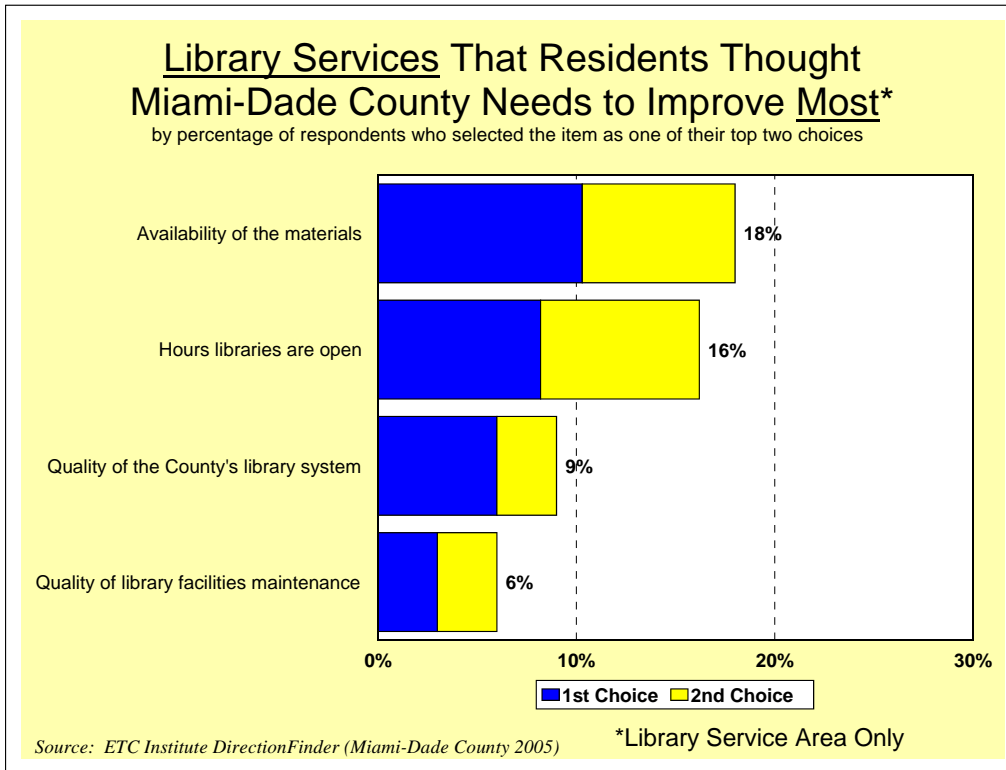
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale



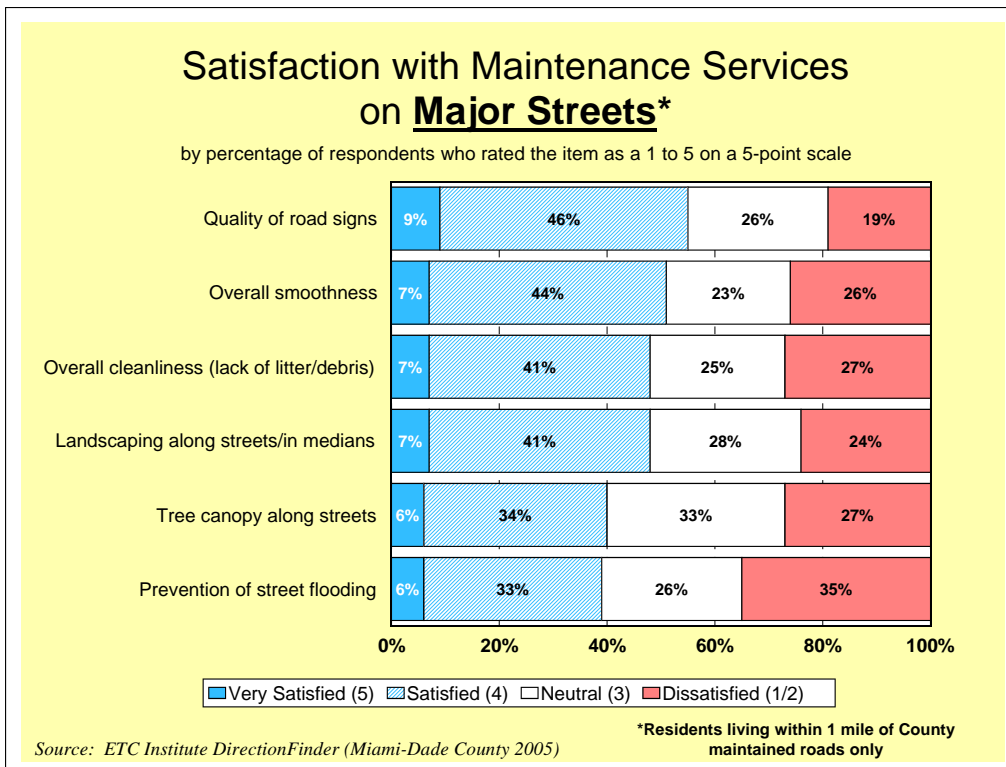
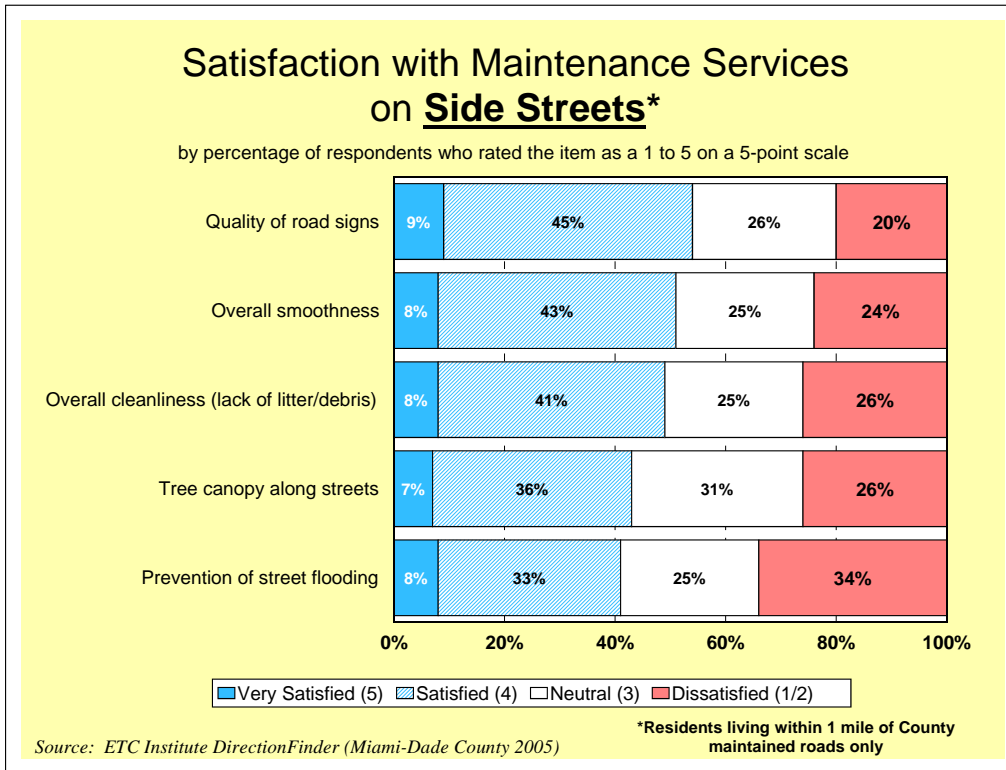
Source: ETC Institute DirectionFinder (Miami-Dade County 2005)

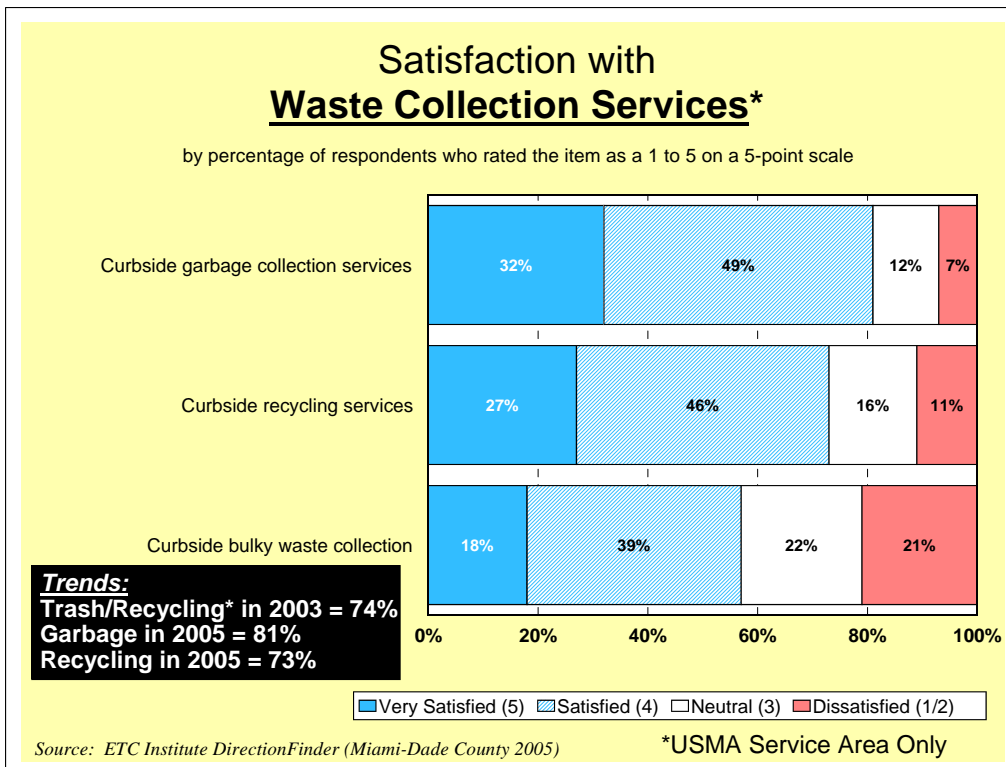
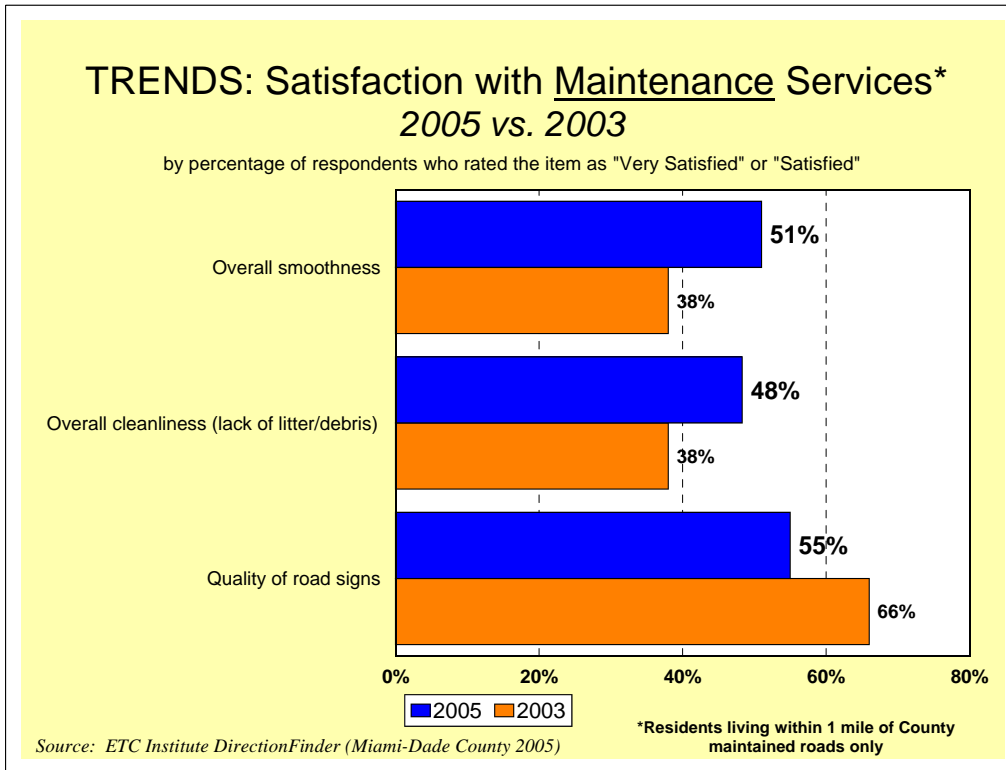
*USMA Service Area Only





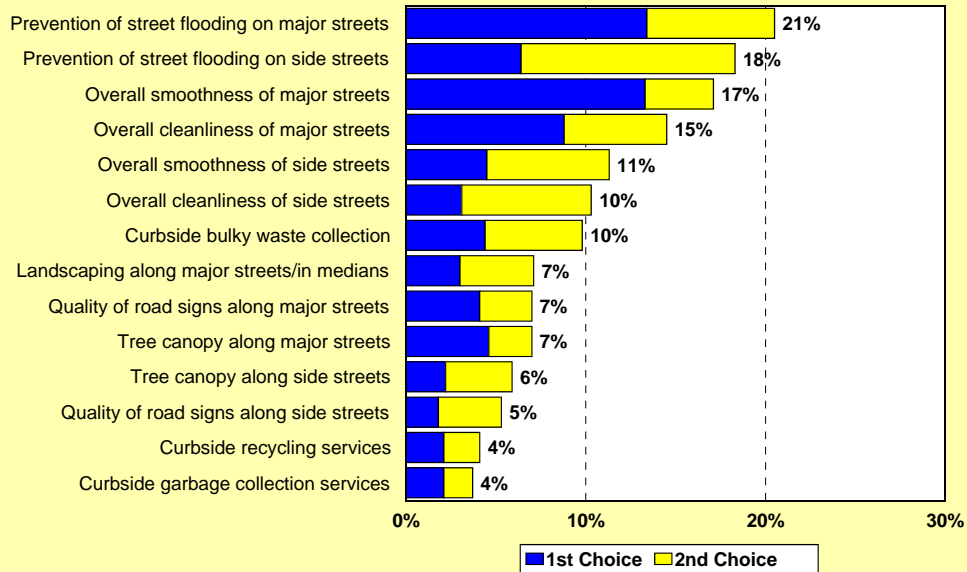
Maintenance



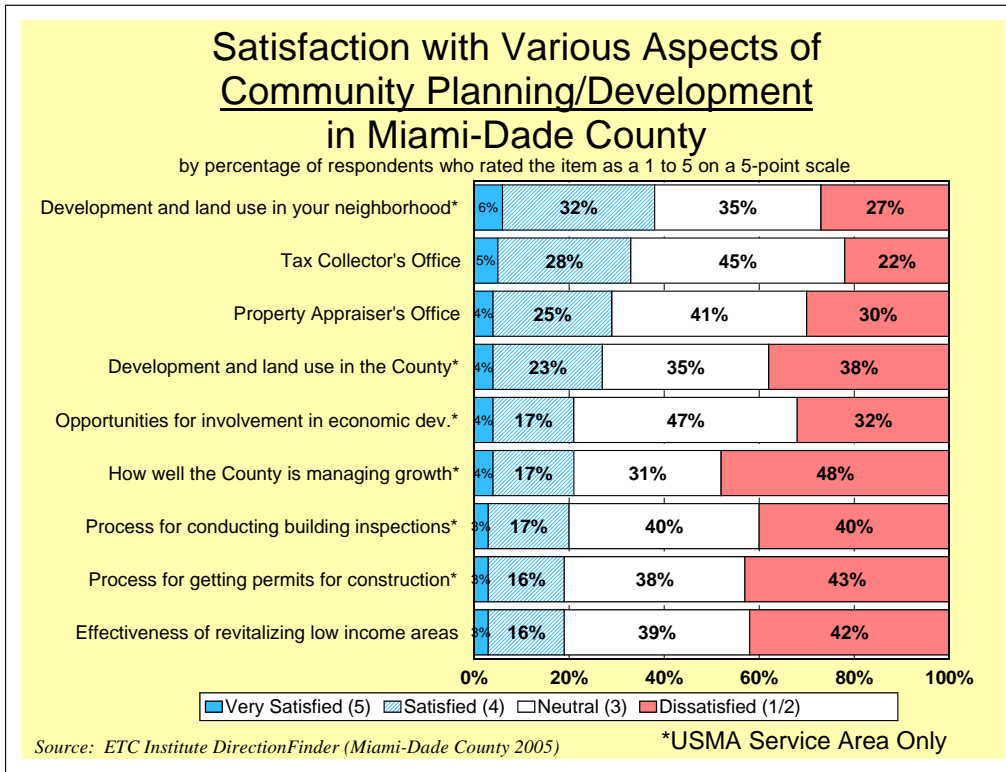


Maintenance Services that Residents Thought Miami-Dade County Needs to Improve Most

by percentage of respondents who selected the item as one of their top two choices



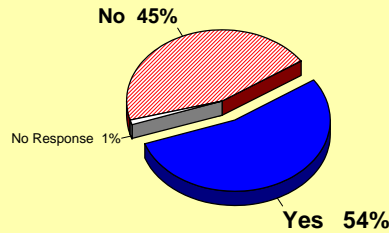
Community Planning and Development



Customer Service

Have You had Contact by Phone or In-Person with any Miami-Dade County Department in the Last Twelve Months?

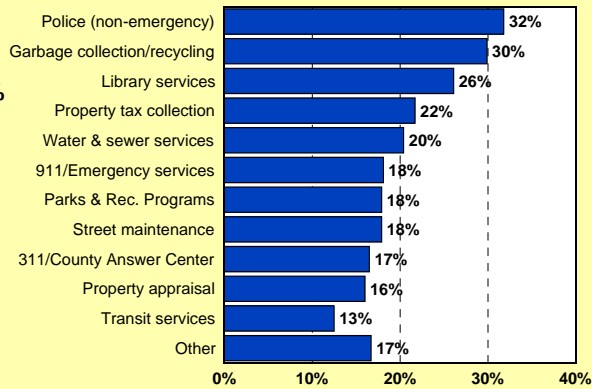
by percentage of respondents



Results will be analyzed separately for each service

If Yes, Which Service(s) Did You Contact?

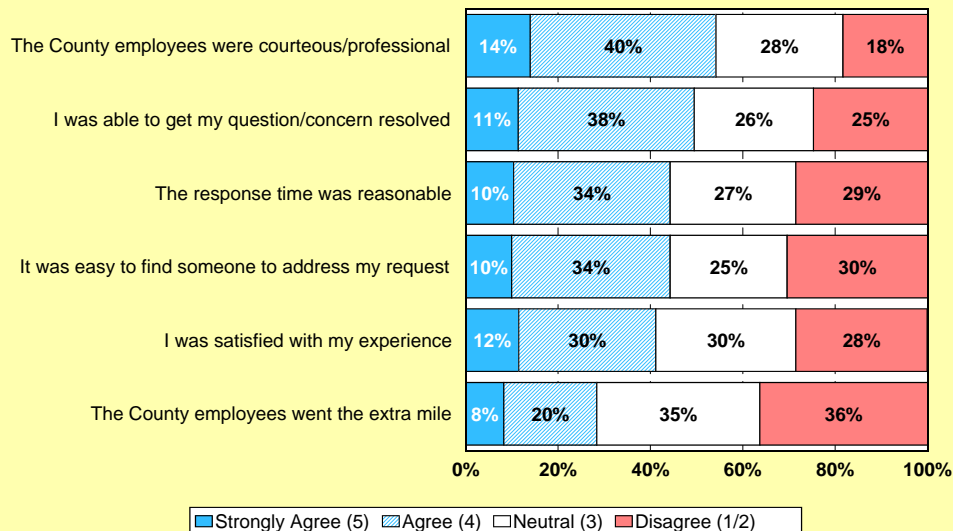
(multiple choices could be made)



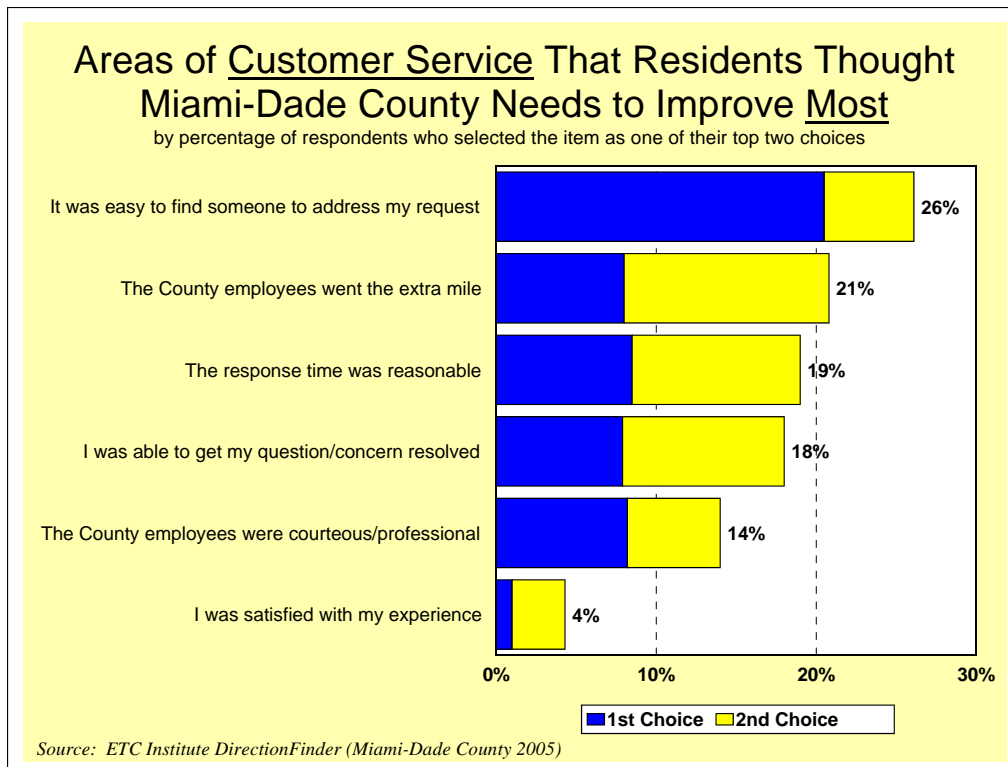
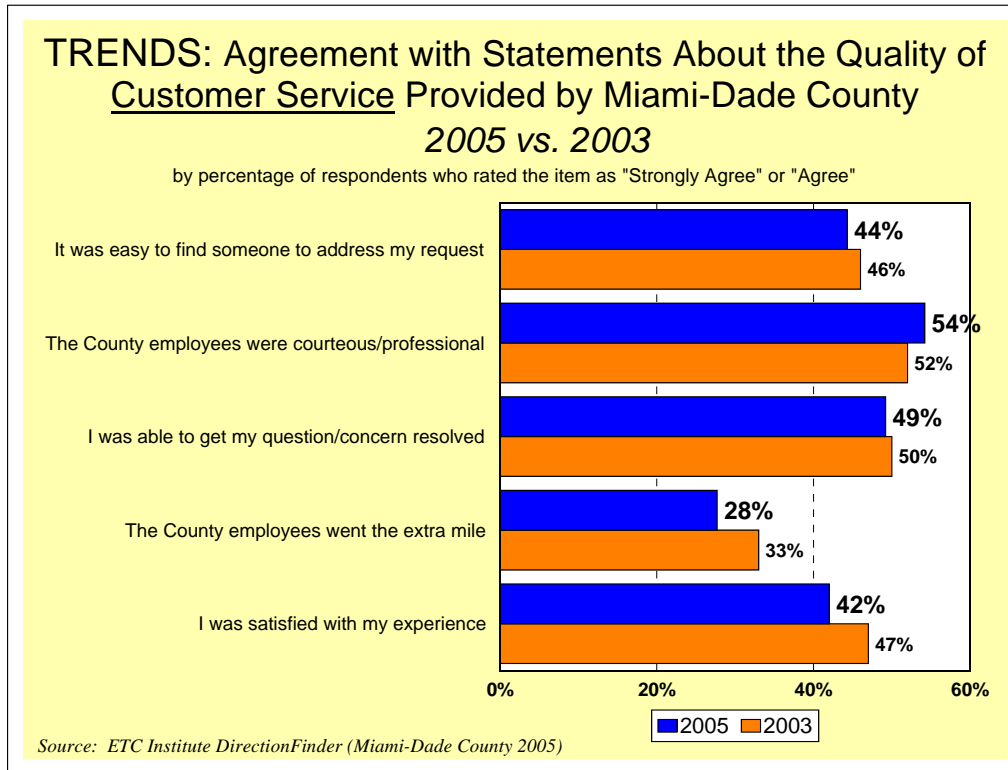
Source: ETC Institute DirectionFinder (Miami-Dade County 2005)

Agreement with Statements About the Quality of Customer Service Provided by Miami-Dade County

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale



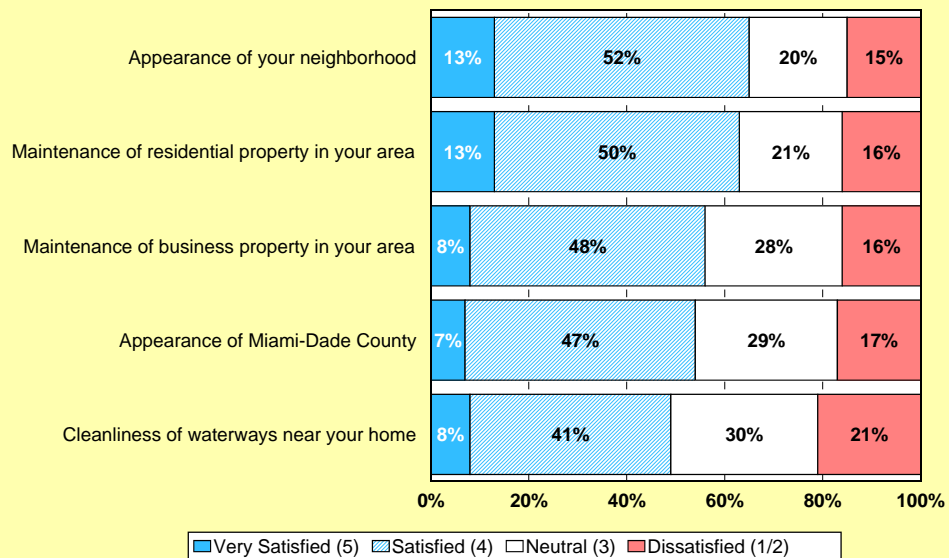
Source: ETC Institute DirectionFinder (Miami-Dade County 2005)



Appearance

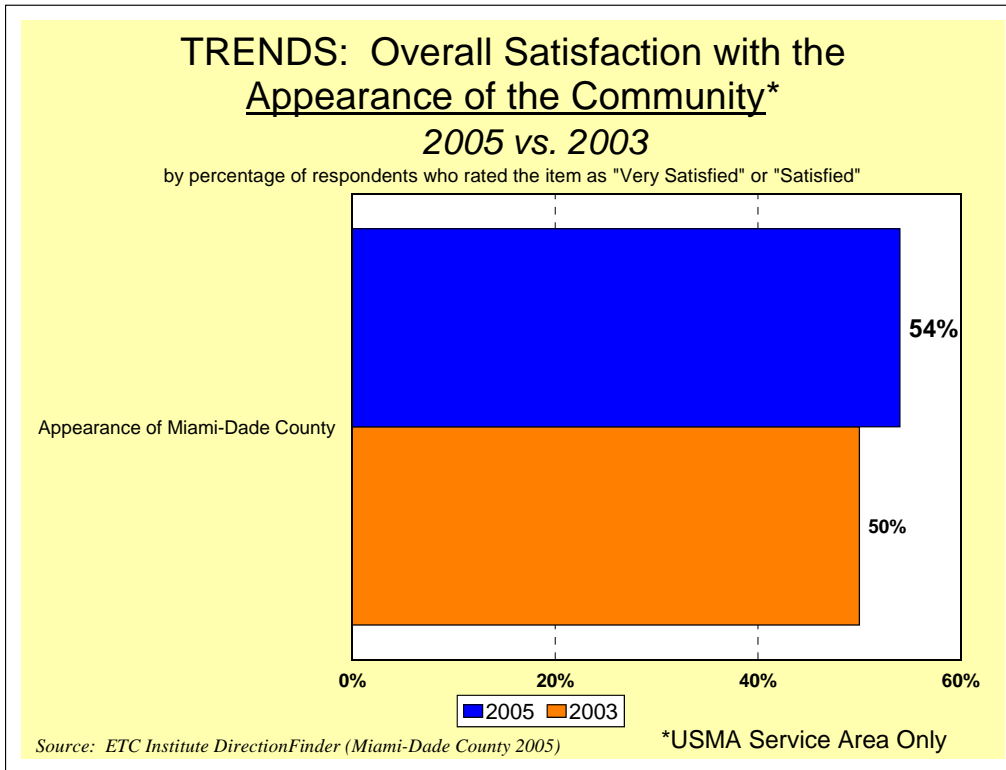
Satisfaction with the Appearance of the Community*

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale



Source: ETC Institute DirectionFinder (Miami-Dade County 2005)

*USMA Service Area Only

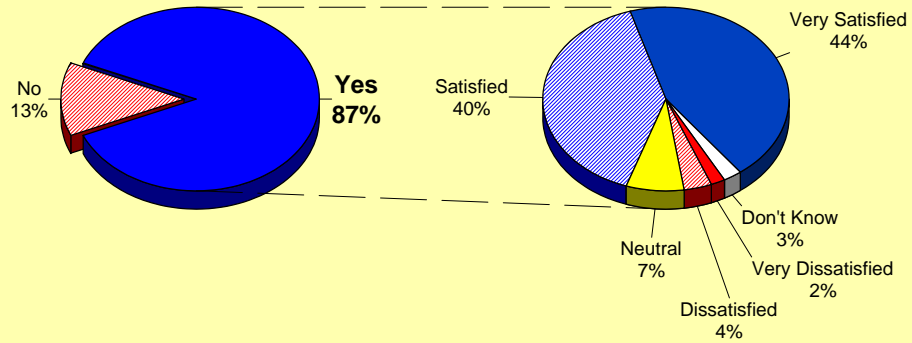


Auto Tag Renewals

In the Last 12 Months, did You Renew Your Auto Tag in Miami-Dade County?

by percentage of respondents

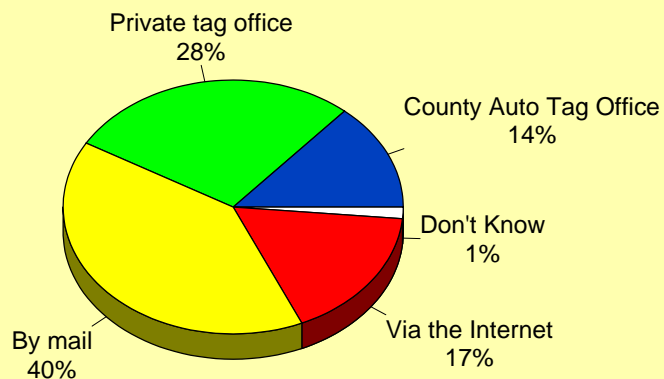
If You Renewed Your Auto Tag in the Past 12 Months, How do You Rate Your Experience?



Source: ETC Institute DirectionFinder (Miami-Dade County 2005)

What Method did You use to Renew Your Auto Tag?

by percentage of respondents who had renewed their auto tag in the last 12 months



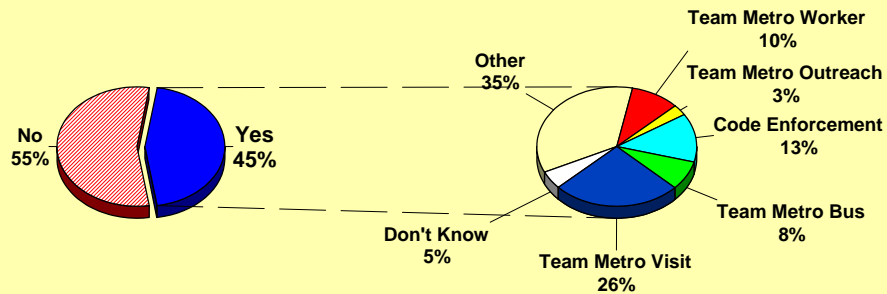
Source: ETC Institute DirectionFinder (Miami-Dade County 2005)

Team Metro

Have You Heard of Team Metro?

by percentage of respondents

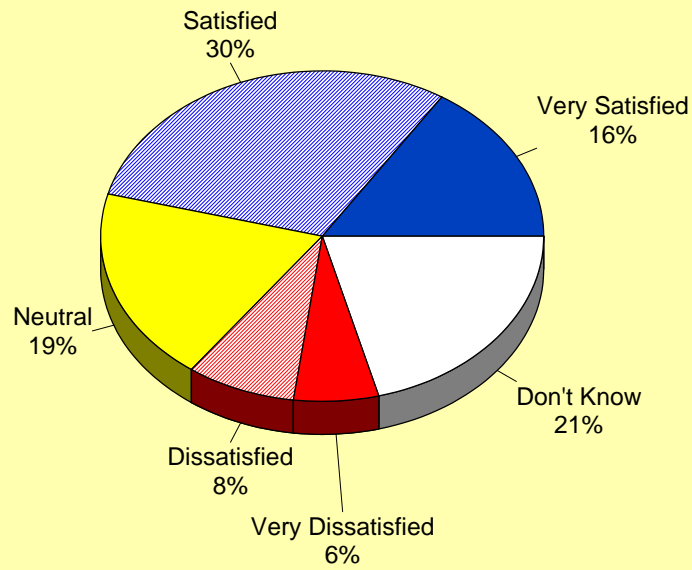
How did You Learn About Team Metro?



Source: ETC Institute DirectionFinder (Miami-Dade County 2005)

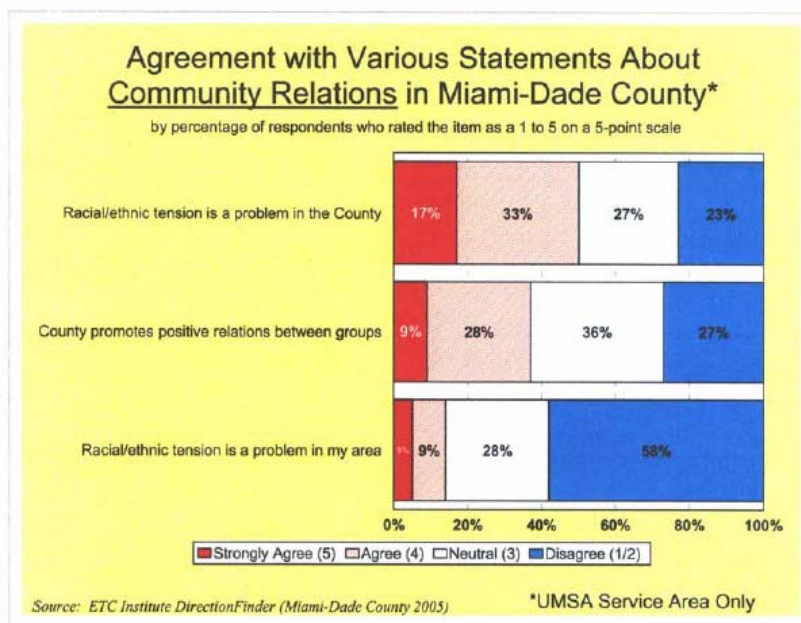
How do You Rate Team Metro Services?

by percentage of respondents who have heard of Team Metro



Source: ETC Institute DirectionFinder (Miami-Dade County 2005)

Community Relations



Summary

- Overall Satisfaction with County Services Has Improved
 - Overall satisfaction with County services +14%
- Improvements in maintenance and perceptions of safety appear to have contributed the most to the overall increase in satisfaction
 - satisfaction with smoothness of streets +13%
 - satisfaction with the cleanliness of streets +10%
 - residents generally feel safer than they did two years ago
- Areas of Concern and Potential Priorities
 - significant decreases in overall satisfaction with Health and Human Services
 - significant decreases in some community planning and development areas
 - mixed results on customer service
 - residents placed a relatively high priority on the enforcement of local traffic laws
 - residents placed a relatively high priority on issues related to flooding